



Citrix Workspace app for Linux

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About Citrix Workspace app for Linux

October 7, 2023

Citrix Workspace app for Linux is a software client that lets you access your desktops, applications, and data easily and securely from many types of Linux devices. Citrix Workspace app provides access from your desktop, Citrix Workspace user interface, or web browsers.

Citrix Workspace app gives you the mobility, convenience, and freedom you need to get your work done when working with a Citrix-enabled IT infrastructure.

You can use Citrix Workspace app on PCs, tablets, and thin clients. By using Citrix StoreFront with Citrix Workspace app, your organization can provide self-service access to applications and desktops. And that access comes with a common user interface, regardless of the endpoint device hardware, operating system, or form factor.

Get started

October 7, 2023

This article is a reference document to help you get started with Citrix Workspace app for Linux.

Open Citrix Workspace app

You can open Citrix Workspace app either at a terminal prompt or from one of the supported desktop environments.

Ensure that the environment variable `ICAROOT` is set to point to the actual installation directory.

Tip:

The following instruction does not apply to installations made from the Web packages, and where the tarball is used. This instruction is applicable when the requirements for self-service have not been met.

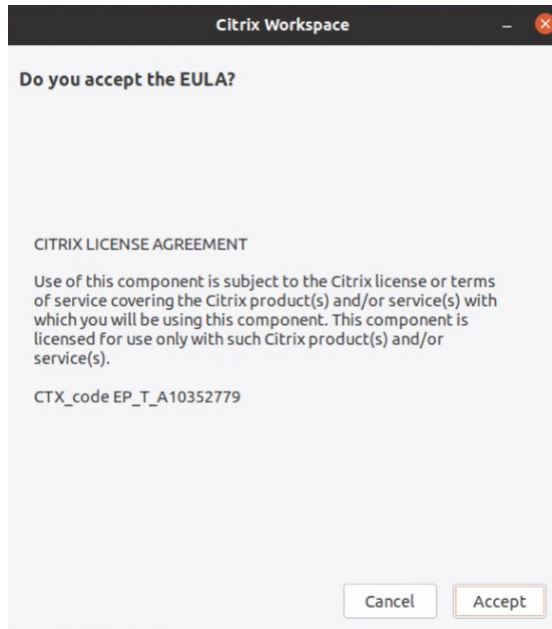
Terminal prompt

To start the Citrix Workspace app at the terminal prompt:

1. Type `/opt/Citrix/ICAClient/selfservice`

2. Press Enter (where `/opt/Citrix/ICAClient` is the directory in which you installed the Citrix Workspace app).

The **Do you accept the EULA?** dialog box appears.



3. Click **Accept** to continue with adding the store.

Note:

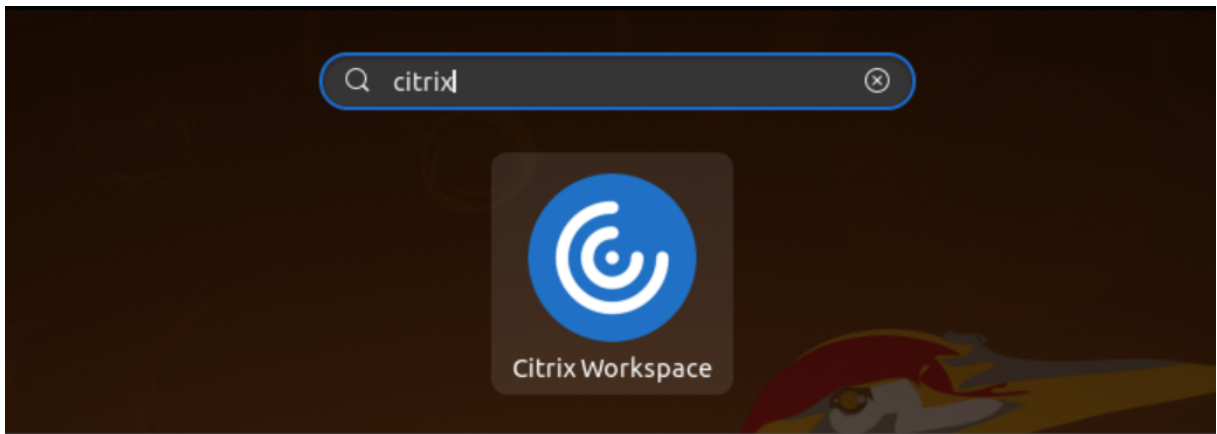
The **Do you accept the EULA?** dialog box appears only if you access the Citrix Workspace app for Linux first time after the installation.

Linux desktop

You can start the Citrix Workspace app from a desktop environment using a file manager.

On some desktops, you can also start Citrix Workspace app from a menu. Citrix Workspace app is available in different menus depending on your Linux distribution.

On Ubuntu, the Citrix Workspace app icon appears as follows:



Add accounts

If your administrator asks you to add an account, follow these steps.

To add a Citrix Workspace app account

1. Open the Citrix Workspace for Linux.
2. In the **Welcome to Citrix Workspace** screen, enter your details and click **Continue**.
3. Enter your credentials, if prompted.

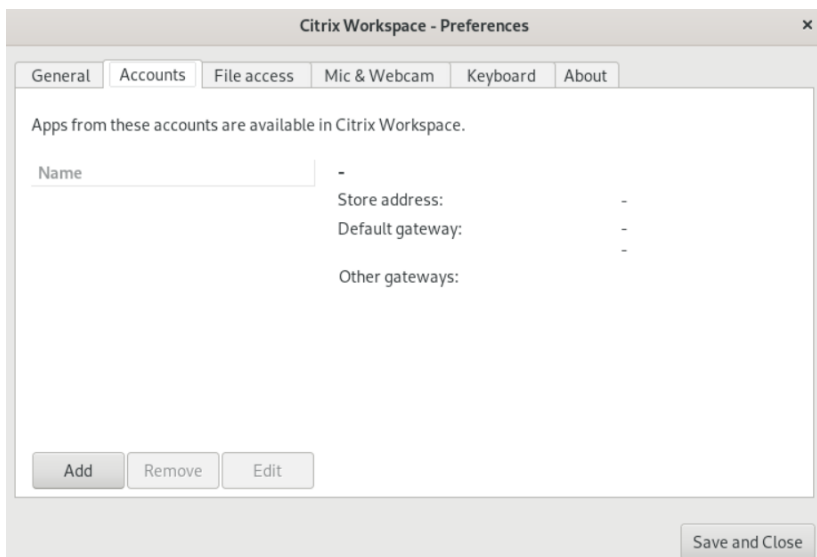
To add another account, do the following:

1. From the Citrix Workspace app, click the account icon in the top-right corner and click the **Accounts** option.

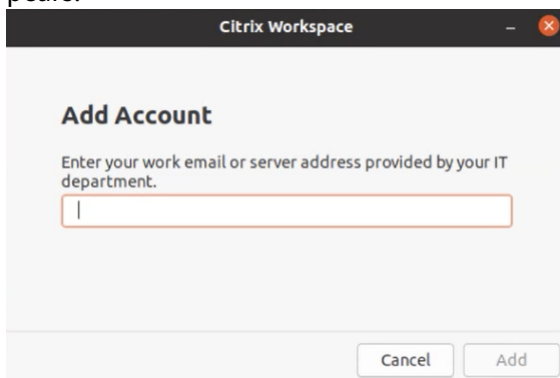
Or,

Click the App indicator icon in the top-right corner and click the **Preferences** option.

The **Citrix Workspace app - Preferences** screen appears.



2. In the **Preferences** window, click the **Accounts** tab and click **Add**. The Add Account screen appears.



3. Enter your work email or server address provided by the IT department.
4. Click **Add**. The account is added successfully.

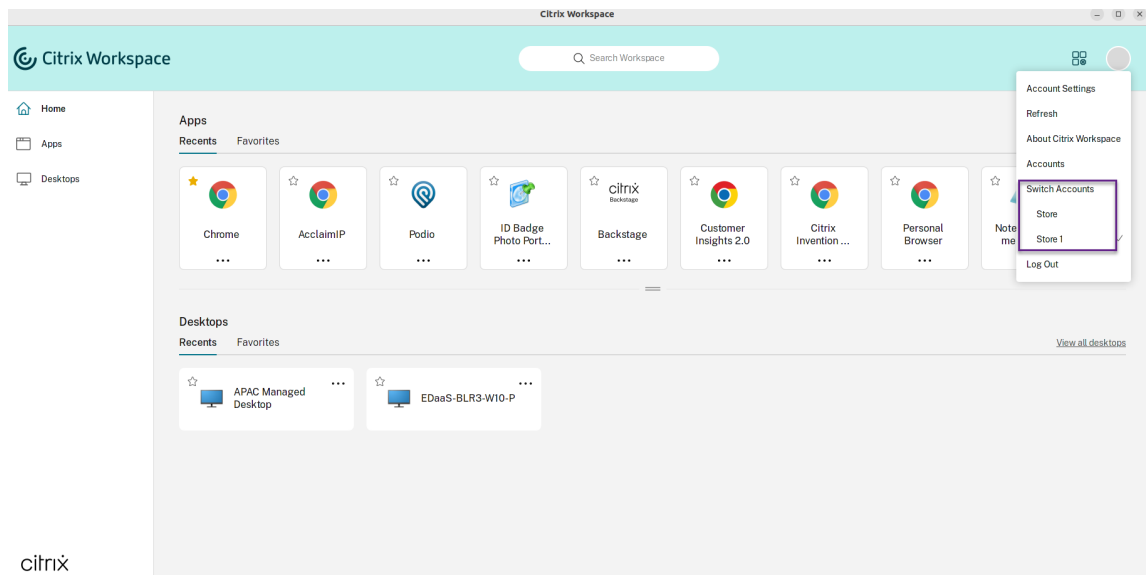
Switch between accounts

To switch between accounts, you must have added two or more accounts.

Note:

The **Switch Accounts** option is visible only if you've added two or more accounts.

1. From the Citrix Workspace app, click the account icon in the top-right corner and click the **Switch Accounts** option.



2. Click the account that you want to switch to. The **Welcome to Citrix Workspace** screen appears.
3. Enter your details and click **Continue**.
4. Enter your credentials, if prompted.

Know your Citrix Workspace app

April 17, 2024

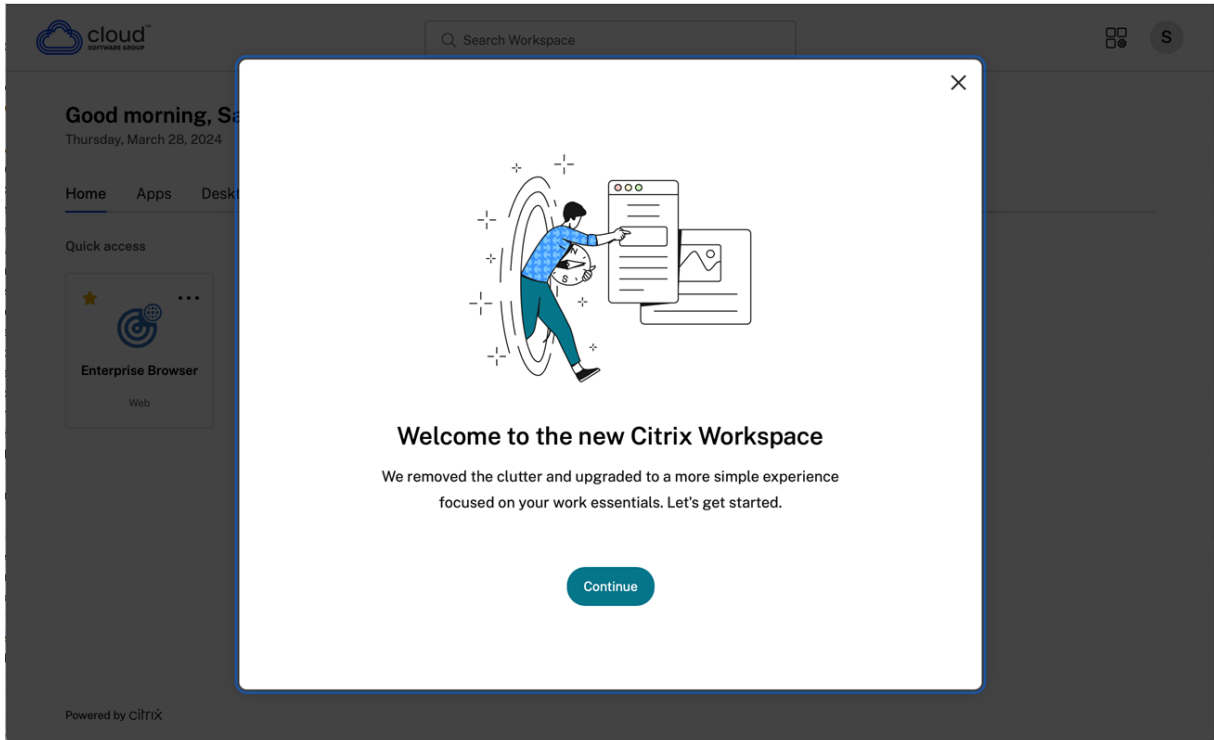
This section helps you become familiar with Citrix Workspace app. This page includes following sections:

- Introduction
- Home
- Apps
- Desktops
- Search Workspace
- Activity Manager

Introduction

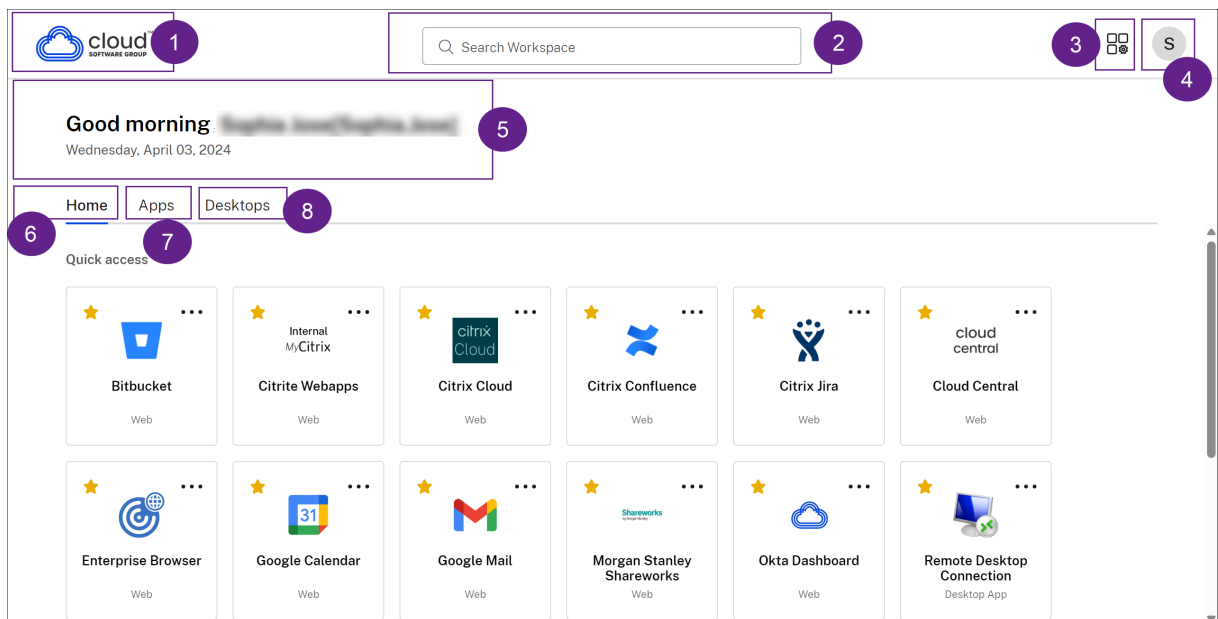
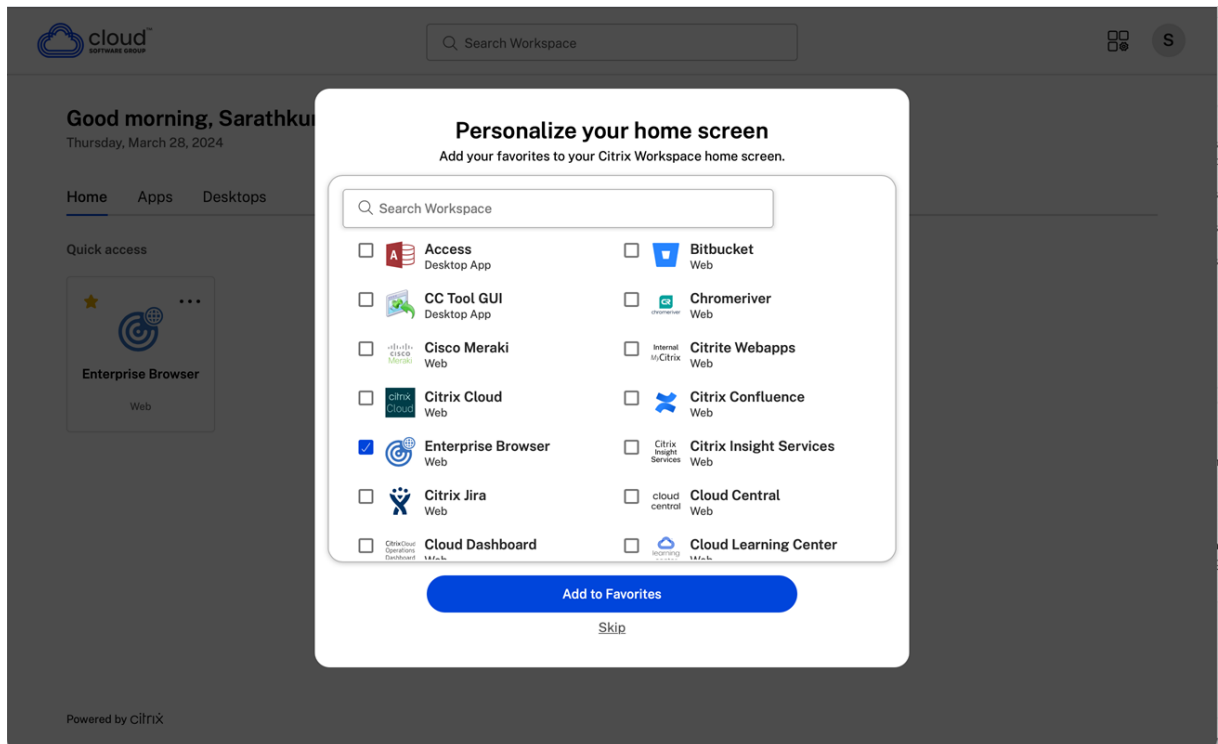
The latest user interface (UI) of Citrix Workspace app enhances user experience by simplifying visual complexity, making key functions easily accessible, and fine-tuning Workspace app functionality as

needed. This app experience is available only for customers on cloud stores. After successful authentication to Citrix Workspace app, the welcome screen appears for the first time. You can click **Continue** to enter the app.



Once you enter the app, **Personalize your home screen** appears for the first time. You can add apps and desktops to favorites for quick access using this screen. To add apps and desktops to favorites, select the apps and desktops as required and click **Add to favorites** on the **Personalize your home screen** or click **Skip** to add it later. This screen is visible only if you have more than 20 apps or desktops assigned to you.

Citrix Workspace app for Linux



The Citrix Workspace UI contains the following elements:

Field	Description
1 - Organization's logo	It's placed on the top-left corner of the screen. Click this logo to navigate to the home page.

Field	Description
2 - Search Workspace	Type the search criteria in the text box. The results are populated as you type a search criteria. You can also find the results for apps or desktops for a fuzzy search with closely matching text and misspelled search terms.
3 - Activity Manager icon	Click this icon to manage the running sessions. For apps, you have options to Log out or Disconnect from the activity manager. For desktops, you have power management options such as Disconnect, Log out, Shutdown, Restart, and Force quit . The Activity manager might not be visible to you based on the preference set by your admin.
4 - Account icon	Click this icon to view the Account settings, Refresh, About Citrix Workspace, Accounts and the Log out options.
5 - Greetings message	The greetings according to the time of the day, along with your name, appear. Your name is displayed as it exists in your administrator's records.
6 - Home	Displays all favorites and five recent apps and desktops. The apps and desktops are arranged alphabetically, with favorites at first and then recents.
7 - Apps	Displays all apps that are provided by your admin. The apps are arranged alphabetically, with favorites at first. The apps are categorized so you can find them quickly and easy.
8 - Desktops	Displays all desktops that are provided by your admin. The desktops are arranged alphabetically, with favorites at first.

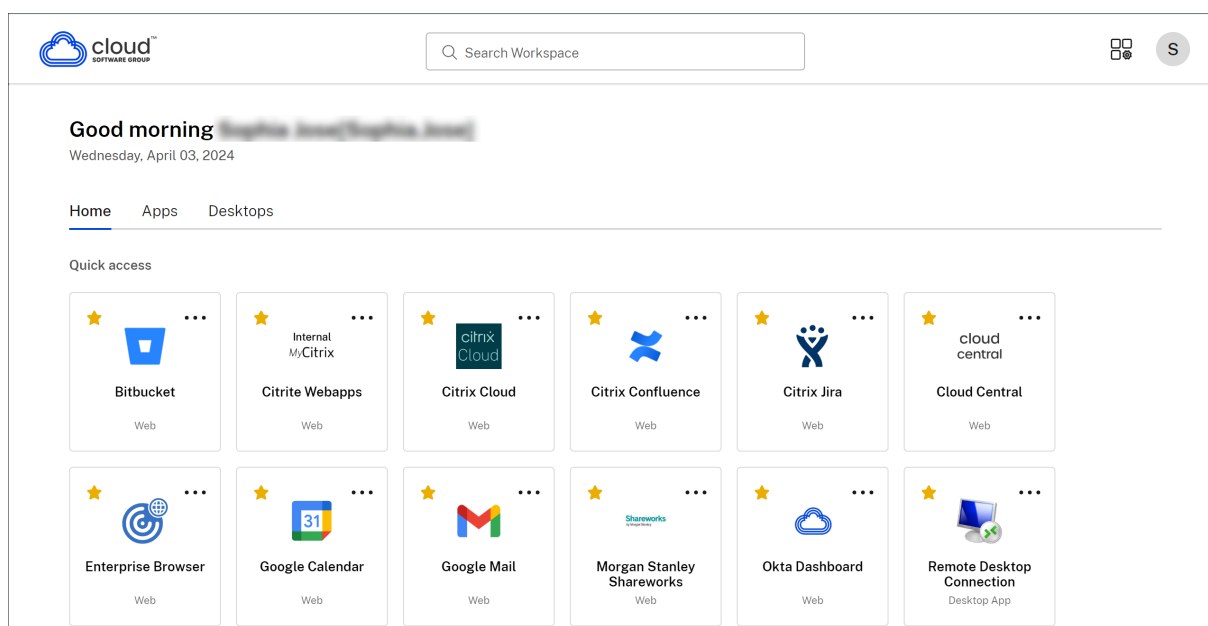
On each app and desktop tile, you have the star icon to mark it as a favorite. Also, you have a three-dot menu (...) on each app and desktop tile to open, add or remove favorites, and view details. Additionally, you have the restart option for desktops.

Home

The **Home** tab displays all favorites and five recent apps and desktops for quick access to them. You can access the **Home** by clicking the **Home** tab or by clicking the Organization logo at the upper-left corner.

Note

The **Home** tab might not be visible to you based on the preference set by your admin.

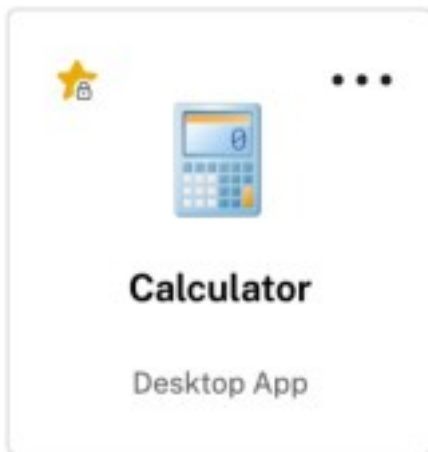


Apps

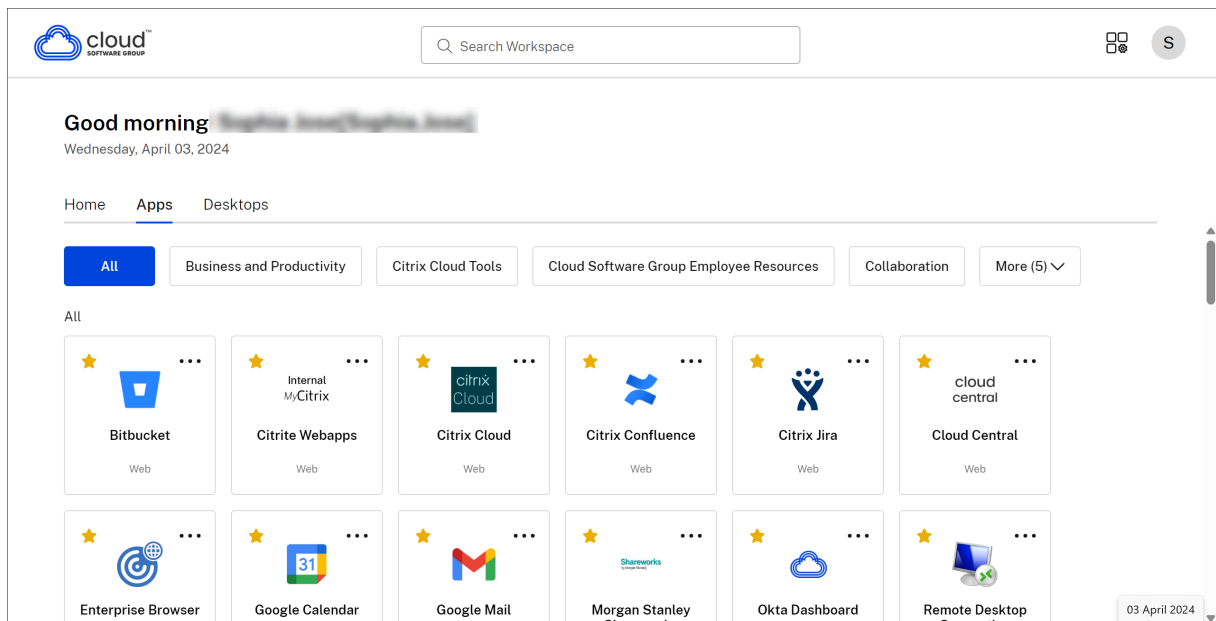
The **Apps** tab displays a list of all the apps that are assigned to you. You can access the **Apps** by clicking the **Apps** tab. By default, all the apps are arranged alphabetically, with favorites listed first.

The apps are grouped into different categories and sub-categories, as customized by your admin. You can click on a category to view the apps belonging to that category. You can find additional categories by clicking **More**. The apps that are not categorized are grouped under **Others**.

The apps with the lock icon are mandatory apps, and you can't remove those apps from the favorites.



The categories displayed in the preceding image are for representational purposes.



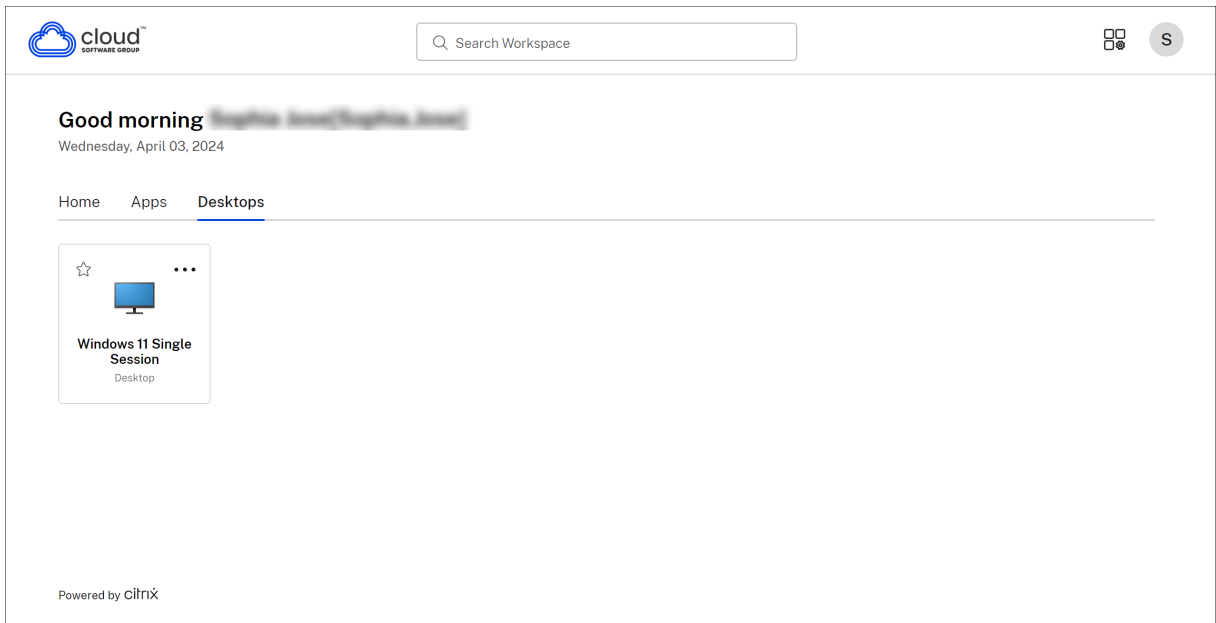
Note

If there are no apps assigned to you, then the **Apps** tab isn't visible.

If there are no categories configured by your admin, then **Categories** aren't visible in the **Apps** tab.

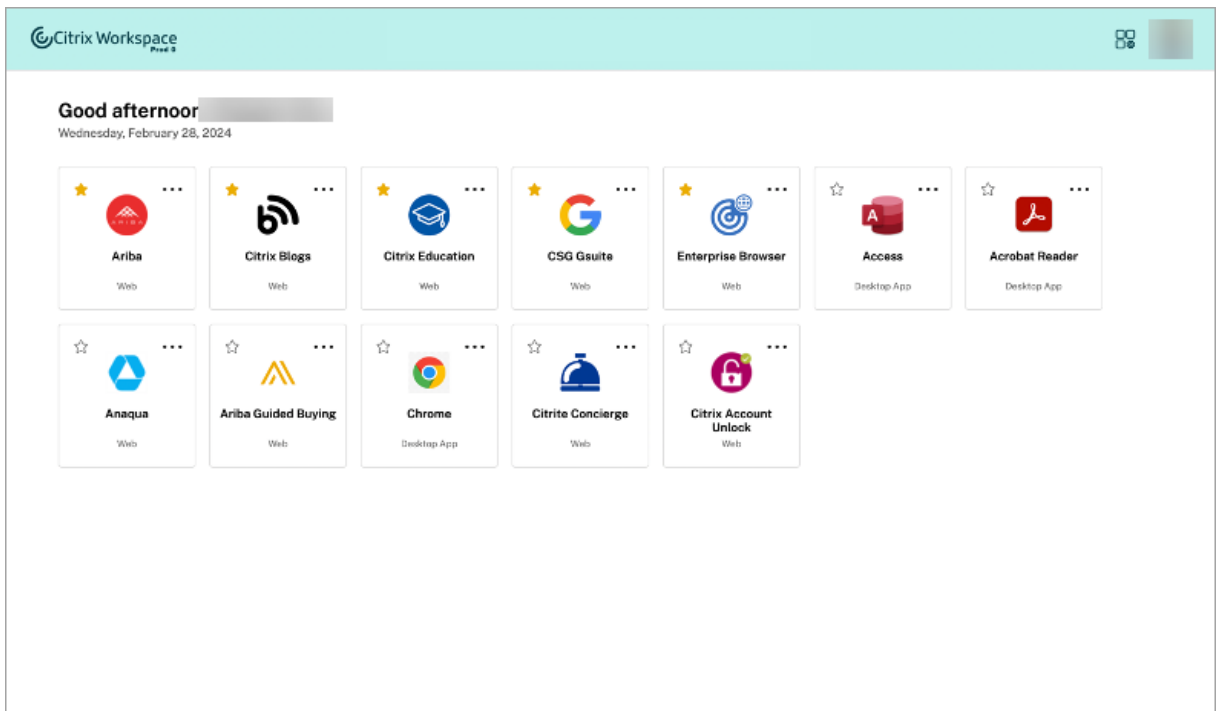
Desktops

The **Desktops** tab displays a list of all the desktops that are assigned to you. You can access the desktop by clicking the **Desktops** tab. By default, all the desktops are arranged alphabetically, with favorites listed first.



Simple view UI experience

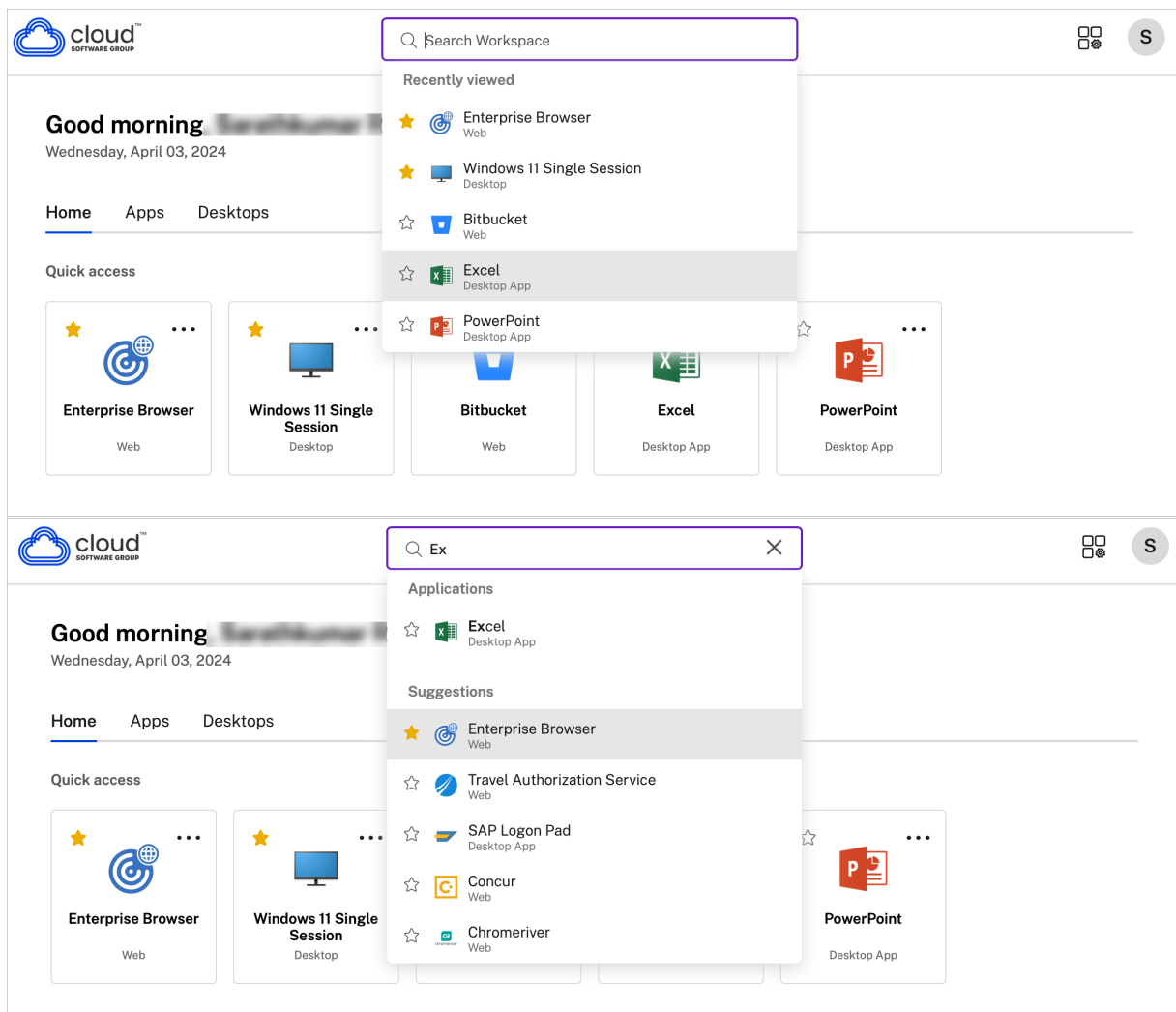
If you have fewer than 20 resources, by default, you land on the screen with a simple view UI that doesn't have any tabs or categories. All the apps and desktops appear on the same page. On this screen, your favorites show up first, followed by all the other apps in alphabetical order. All the apps have a star icon that you can use to favorite or unfavorite them. You experience this simple view of the Workspace app, depending on the number of apps you have and preferences set by your admin.



Search Workspace

The **Search Workspace** bar displays the faster results for quick access of apps and desktops. It allows you to do a quick and intuitive search within the Workspace app. When you click the **Search Workspace** bar, the five most recently used apps or desktops are displayed by default and as you type in the names of apps, desktops, more results appear. You can also search the names of the categories to find them quickly. The search result lists **Favorites** always at the top.

Searches are enabled with spell check, display results for fuzzy search with closely matching text or misspelled search terms, and display auto-complete results along with actual results and suggestions. It can display results of admin created categories in the **Apps** tab.



Activity Manager

Activity Manager helps you effectively manage your resources. You can seamlessly interact with their sessions, ending or disconnecting sessions that are no longer required, freeing up resources, and op-

timizing performance on the go.

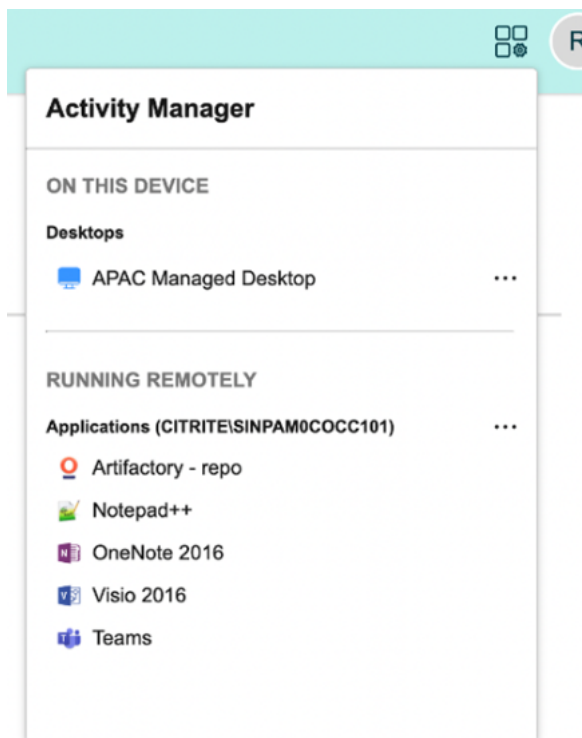
The Activity Manager panel displays a consolidated list of apps and desktops that are active not only on the current device but also on any remote device that has active sessions. You can view this list by clicking the Activity Manager icon located next to the profile icon on desktop and at the bottom of your screen on mobile devices.

Contact your administrator to configure Activity Manager.

Using Activity Manager

Active apps and desktops are grouped as follows in Activity Manager:

- A list of apps and desktops that are active on the current device is grouped under **On this device**.
- A list of apps and desktops that are active on other devices are grouped under **Running Remotely**.



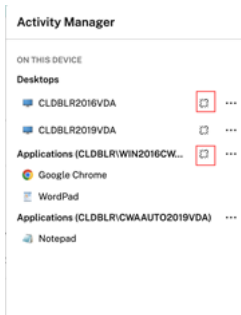
You can perform the following actions on an app or desktop by clicking the respective ellipsis(...) button.

- **Disconnect:** The remote session is disconnected, but the apps and desktops are active in the background.
- **Log out:** Logs out from the current session. All the apps in the sessions are closed, and any unsaved files are lost.

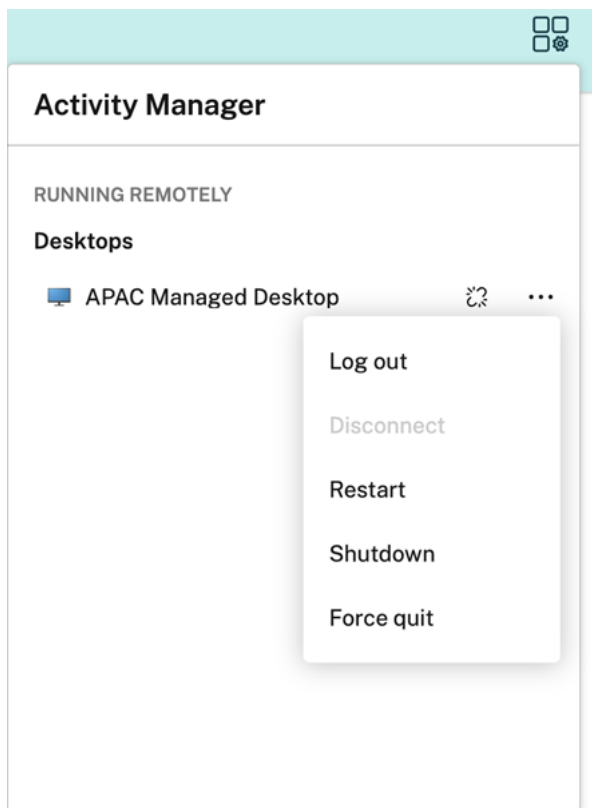
- **Shut Down:** Closes your disconnected desktops.
- **Force Quit:** Forcefully powers off your desktop in case of a technical issue.
- **Restart:** Shut down your desktop and start it again.

Disconnected apps and desktops

Activity Manager enables you to view and take actions on apps and desktops that are running in disconnected mode, locally or remotely. Sessions can be managed from mobile or desktop devices, enabling you to take action on the go. Taking action on disconnected sessions, such as logging out or shutting down, promotes optimized use of resources and reduces energy consumption.



- The disconnected apps and desktops are displayed on the Activity Manager panel and are indicated by a disconnected icon.
- The disconnected apps are grouped under the respective sessions, and the sessions are indicated by a disconnected icon.



You can take the following actions on your disconnected desktops by clicking the ellipses button:

- **Log out:** use this to log out from your disconnected desktop. All the apps in the session are closed, and any unsaved files are lost.
- **Shut Down:** use this option to close your disconnected desktops.
- **Power off:** use this option to forcefully power off your disconnected desktops in case of a technical issue.
- **Restart:** use this option to shutdown and start the disconnected desktop again.

The behavior of disconnected sessions on Activity Manager differs as follows:

- If you are signed into Citrix workspace through a browser, and disconnect a local session, the session is first displayed under On this device. However, once you close and reopen Activity Manager, the disconnected session is moved under Running Remotely.
- If you are signed into Citrix Workspace app through a native device, and disconnect a local session, the disconnected session disappears from the list. However, once you close and reopen Activity Manager again, the disconnected session is moved under Running Remotely.

Customer Experience Improvement Program (CEIP)

April 1, 2024

Data collected	Description	What do we use it for?
Configuration and usage data	The Citrix Customer Experience Improvement Program (CEIP) gathers configuration and usage data from Citrix Workspace app for Linux and automatically sends the data to Google Analytics.	This data helps Citrix improve the quality, reliability, and performance of Citrix Workspace app.

Additional information

Citrix handles your data following the terms of your contract with Citrix. Also, protects it as specified in the [Citrix Services Security Exhibit](#) available on the [Citrix Trust Center](#).

Citrix also uses Google Analytics to collect certain data from Citrix Workspace app as part of CEIP. You might review how Google handles [data collected for Google Analytics](#).

Note:

No data is collected for the users in the European Union (EU), European Economic Area (EEA), Switzerland, and the United Kingdom (UK).

The specific CEIP data elements collected by Google Analytics are:

Operating system version*	Workspace app version*	App name	Workspace app language
Session launch method	Compiler version	Hardware platform	Store configuration
Citrix Virtual Apps and Desktops Session Launch Status	Authentication configuration	Connection protocol	Browser Content Redirection feature usage
Connection Lease Details	App Protection configuration		

For more information, see [Customer Experience Improvement Program](#) in the product documentation.

Change how desktops look and work

March 20, 2024

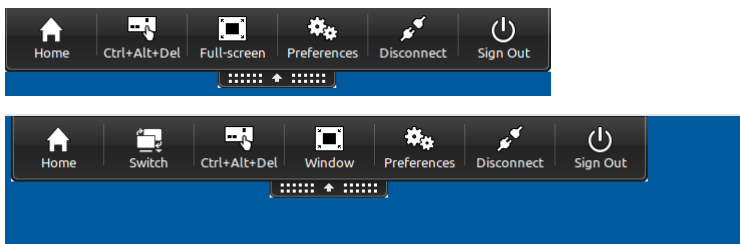
To control how files and devices are accessed, use the buttons on the toolbar.

A toolbar grip button is displayed at the top of the window or (if maximized) on the screen.

Note:

Contact your administrator if you aren't able to view the Desktop Viewer toolbar.

Click the grip to display the toolbar.



To move the toolbar to another position on the screen

You can move the toolbar so that it does not obscure the other window's content or controls.

- Click the toolbar grip that appears at the top of the window, and move it left or right.

The toolbar allows you to do the following actions:

- Go to the home screen of your device by clicking **Home**.
- Change the mode from **Full-screen** to **Window**.
- Change your virtual desktop preferences.
 - File access
- Disconnect from the session by clicking **Disconnect**.
- Switch to different screens or apps within the session by clicking **Switch**.
- Sign out from a managed desktop by clicking **Sign Out**.

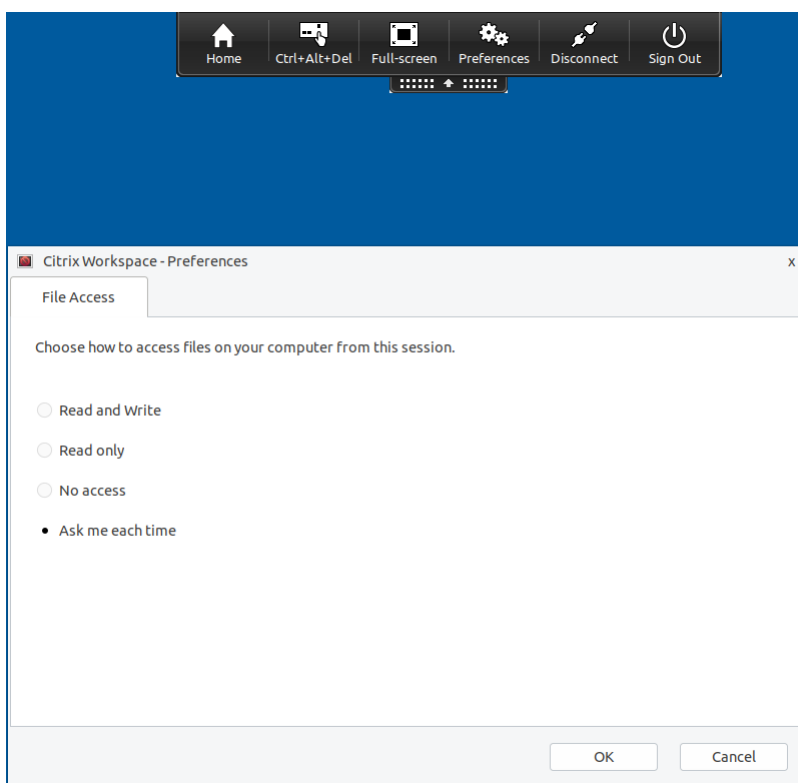
Note:

By default, only the **File Access** tab is present on the **Preferences** window when accessing from the toolbar. However, these options are customizable.

To control how local files are accessed

A virtual desktop might need to access files on your local computer. You can control the extent to which the access is granted.

1. On the toolbar, click **Preferences**. The following screen appears:



2. Select one of the following options:

Option	Description
Read and write	Allows the virtual desktop to read and write to local files.
Read only	Allows the virtual desktop to read but not write to local files.
No access	Does not allow the virtual desktop to access local files.

Option	Description
Ask me each time	Displays a prompt each time the virtual desktop must access local files.

3. Click **OK**.

To copy files from a virtual desktop to a local system

You can copy files from your virtual desktop to your local system using the [Client-drive mapping](#) feature.

Manage sessions through Connection Center

October 7, 2023

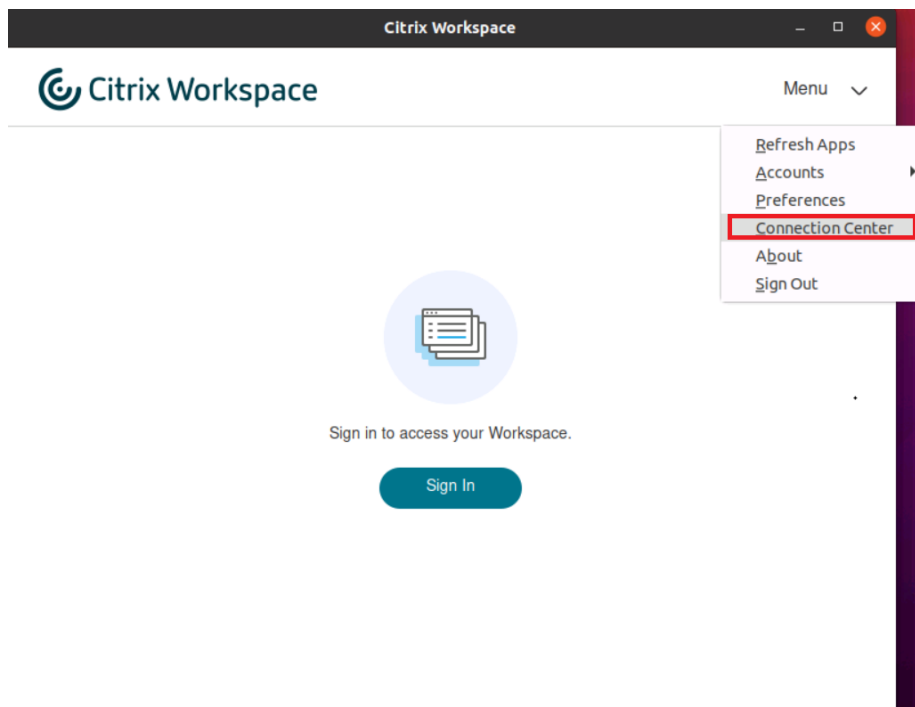
Users can manage their active connections using the Connection Center. This feature is a useful productivity tool that enables users and administrators to troubleshoot slow or problematic connections. With Connection Center, users can manage connections by:

- Closing an application.
- Logging off a session. This step ends the session and closes any open applications.
- Disconnecting from a session. This step cuts the selected connection to the server without closing any open applications (unless the server is configured to close applications on disconnection).
- Viewing connection transport statistics.

Manage a connection

To manage a connection using the **Connection Center**:

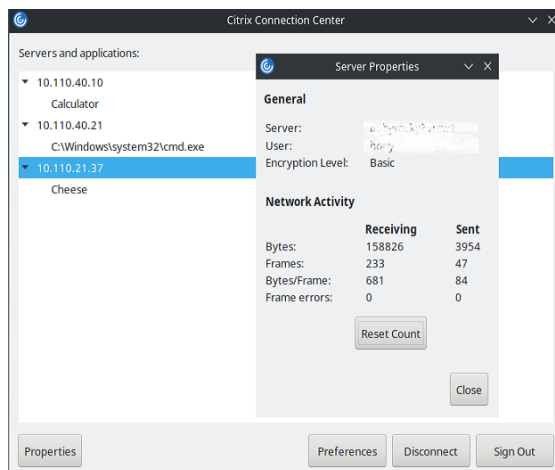
1. On the Citrix Workspace app menu, click **Connection Center**.



Or,

Open the Connection Center using the following command line:

```
1 /opt/Citrix/ICAClient/util/conncenter
2 <!--NeedCopy-->
```



The servers that are used appear and active sessions are listed.

2. Do one of the following:

- Select a server, disconnect or log off, or view its properties.
- Select an application, close the window.

Manage sessions through Connection Center

The Citrix **Connection Center** displays all active connections established from Citrix Workspace app.

To disconnect from an unresponsive Citrix Virtual Apps session

Select the app in **Connection Center** and click **Disconnect**.

To close all active Citrix Virtual Apps sessions at once

Select the server in **Connection Center** and click **Sign Out**.

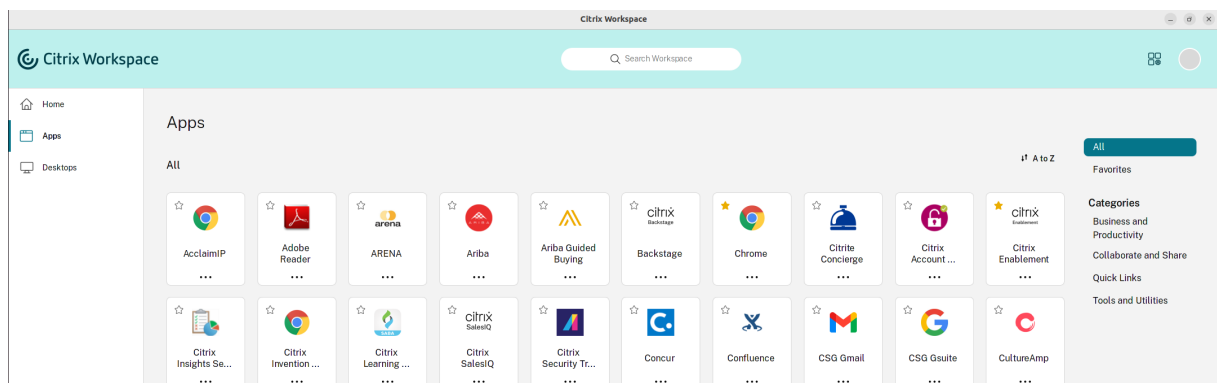
View application categories

October 7, 2023

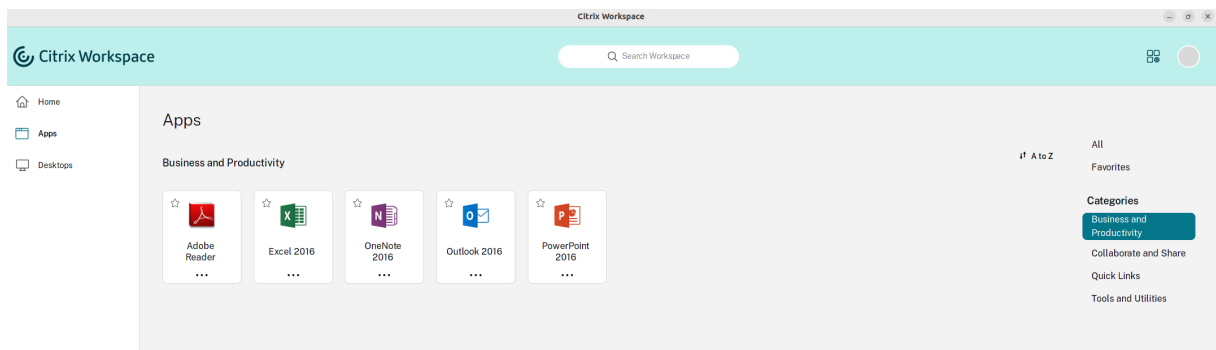
Application Categories allow users to view applications under specific categories in Citrix Workspace.

To view the application categories, click **Apps > View all apps** on the Citrix Workspace app home page.

Application categories appear under the **Categories** section.



You can click any category to view the applications relevant to the selected category. For example, a **Business and Productivity** category is selected in the following screen:



Regional settings

October 7, 2023

Citrix Workspace app supports various languages, and time and date formats for the countries and regions that use those languages.

Regional settings allow you to customize the time, date, and number formats.

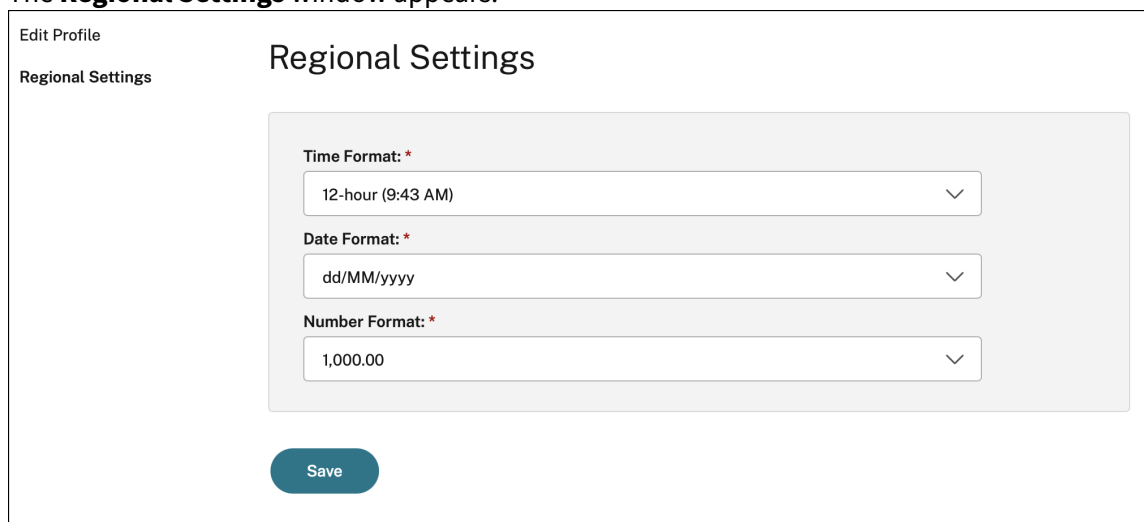
Note:

This option is available only on Cloud deployments.

To apply a custom format, do the following:

1. On the Citrix Workspace app home page, click **Account** and select **Account Settings**.
2. In the **Account Settings** dialog, select **Regional Settings**.

The **Regional Settings** window appears.



3. Select the required **Time Format**, **Date Format**, and **Number Format**.
4. Click **Save**.

General settings

December 12, 2023

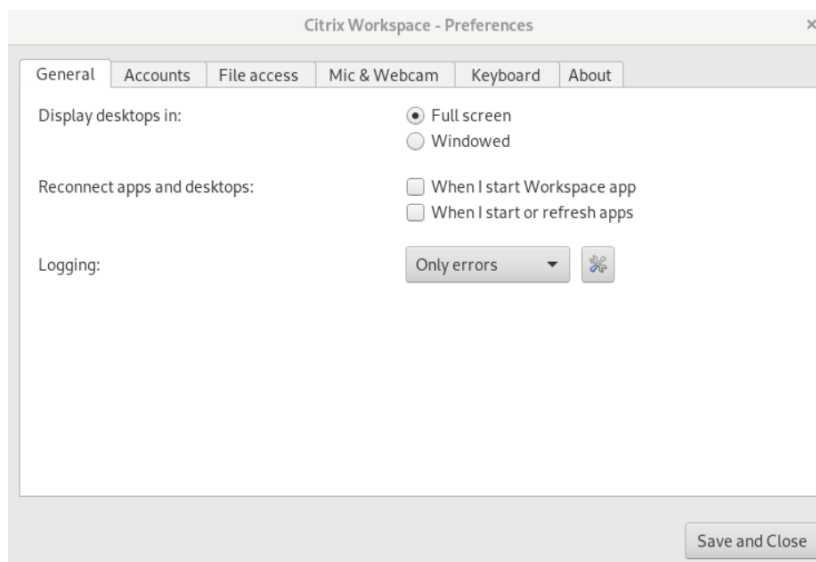
This section provides information on the following:

- How to manage the general settings such as how desktops are displayed
- When to reconnect to different applications and desktops
- Collect logs

Desktop display

You can display desktops across the entire screen on your user device (full screen mode), which is the default, or in a separate window (windowed mode).

1. Navigate to the **General** page of the **Preferences** dialog box.



2. Select one of the following modes using the **Display desktop in** option.
 - **Full-screen**
 - or,
 - **Windowed**
3. Click **Save and Close**.

Desktop Viewer

Your requirements for the way users access virtual desktops can vary from user to user and might vary as your corporate needs evolve.

Use the Desktop Viewer when users interact with their virtual desktop. The user's virtual desktop can be a published virtual desktop, or a shared or dedicated desktop. In this access scenario, the **Desktop Viewer** toolbar functionality allows the user to switch a session between windowed and full-screen session window, including multi-monitor support for the intersected monitors.

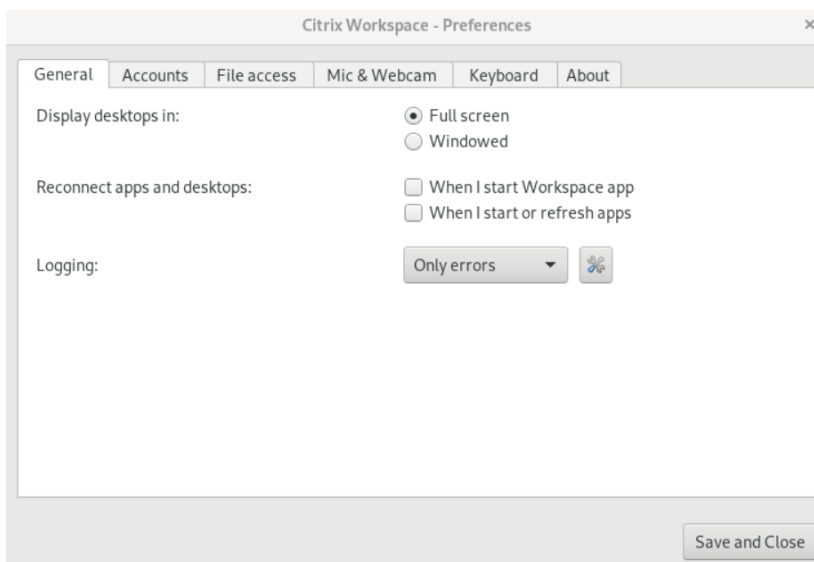
Users can switch between desktop sessions and use more than one desktop using multiple Citrix Virtual Apps and Desktops or Citrix DaaS connections on the same user device. Buttons to minimize all desktop sessions, send the Ctrl+Alt+Del sequence, disconnect, and Sign out from the session are provided to manage a user's session conveniently.

Pressing **Ctrl+Alt+Break** displays the **Desktop Viewer** toolbar buttons in a pop-up window.

Automatic session reconnects

Citrix Workspace app can reconnect to desktops and applications that are disconnected. For example, a network infrastructure issue.

1. Navigate to the **General** page of the **Preferences** dialog box.



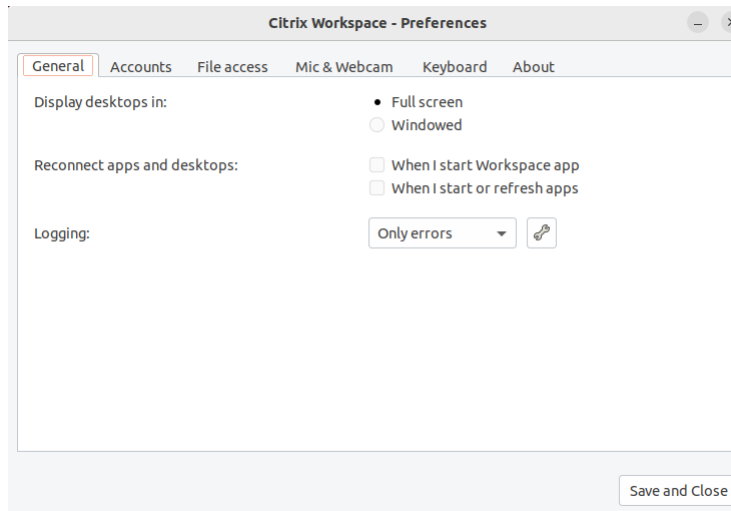
2. Select one of the following options in **Reconnect apps and desktops**.

- **When I start Workspace app**
- **when I start or refresh apps**

3. Click **Save and Close**.

Collect logs

1. Navigate to **Menu > Preferences**. The **Citrix Workspace-Preferences** dialog appears.



2. At increasing levels of tracing detail, select one of the following values is available:
 - Disabled
 - Only Error(by default)
 - Normal
 - Verbose
3. Click **Save and Close**.

For more information, see [Logging](#).

DPI matching

The display resolution and DPI scale values set in the Citrix Workspace app match to the corresponding values in the virtual apps and desktops session. You can set the required scale value in the Linux client, and the scaling of the VDA session is updated automatically.

DPI scaling is mostly used with large-size and high-resolution monitors. This feature helps to display the following in a size that can be viewed comfortably:

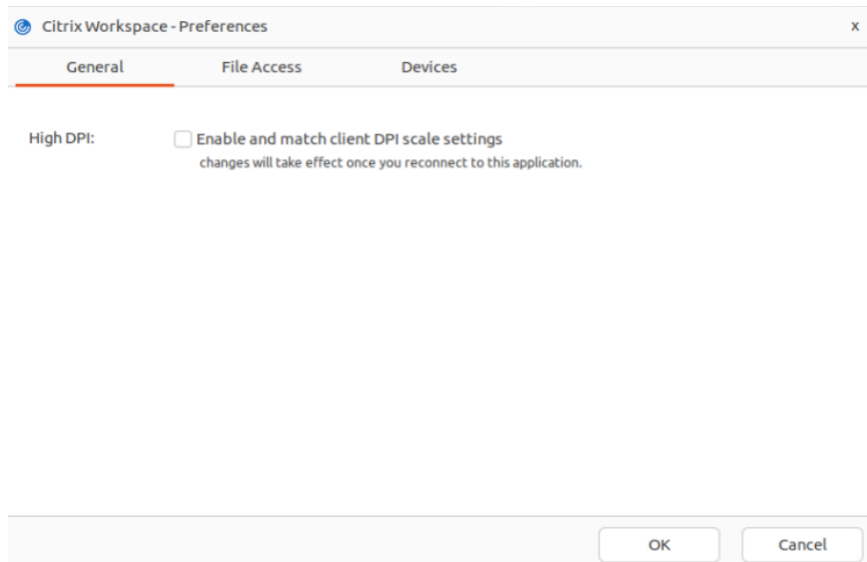
- Applications
- Text
- Images
- Other graphical elements

Note:

The DPI matching feature supports only GNOME, KDE, and Xfce desktop environments.

This feature is disabled by default. To enable it, do the following:

1. Go to **Menu > Preferences**. The **Citrix Workspace-Preferences** dialog appears.



2. Navigate to **General** tab.
3. Select the **Enable and match client DPI scale settings** checkbox.
4. Click **OK**.

Note:

The updated DPI scale settings take effect after you reconnect to Citrix Workspace app.

Limitation:

The DPI matching feature doesn't support the following:

- Fractional scaling on the client side.
- Desktop session that is extended to more than one monitor and when those monitors have different DPIs configured.

Manage an account

October 7, 2023

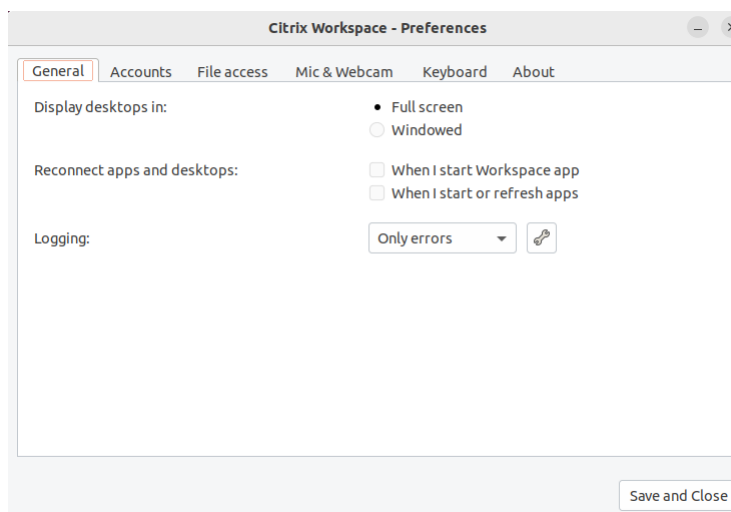
To access desktops and applications, you need an account with Citrix Virtual Apps and Desktops or Citrix DaaS (formerly Citrix Virtual Apps and Desktops service). Your IT help desk might ask you to add an account to Citrix Workspace for this purpose. Or they might ask you to use a different Citrix Gateway or Access Gateway server for an existing account. You can also remove accounts from Citrix Workspace.

1. Open Citrix Workspace app.
2. Click the account icon in the top-right corner and click the **Accounts** option.

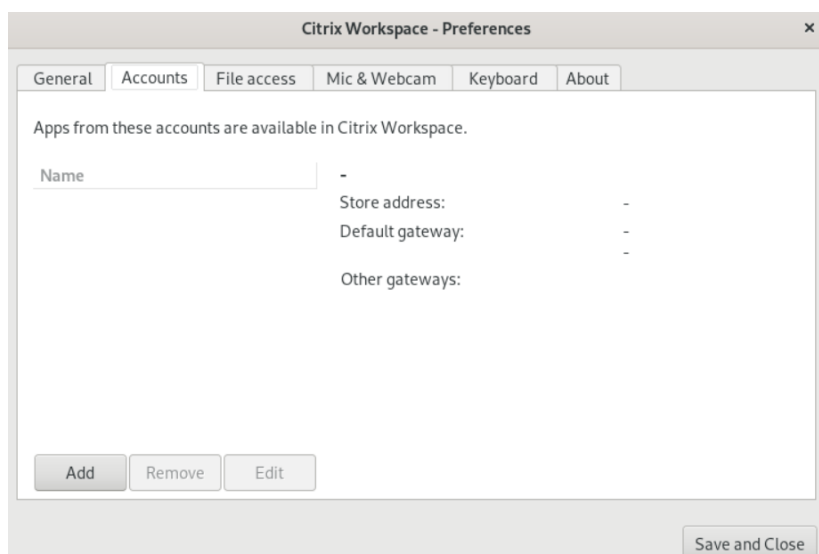
Or,

Click the App indicator icon in the top-right corner and click the **Preferences** option.

The **Citrix Workspace app - Preferences screen** appears.



3. In the **Preferences** window, click the **Accounts** tab. The following screen appears:



4. Do one of the following:

- To add an account, click **Add**. Contact your system administrator for more information.
 - To change details of a store that the account uses, such as the default gateway, click **Edit**.
 - To remove an account, click **Remove**.
5. Follow the on-screen prompts. When prompted, authenticate to the server.

Manage file access

October 7, 2023

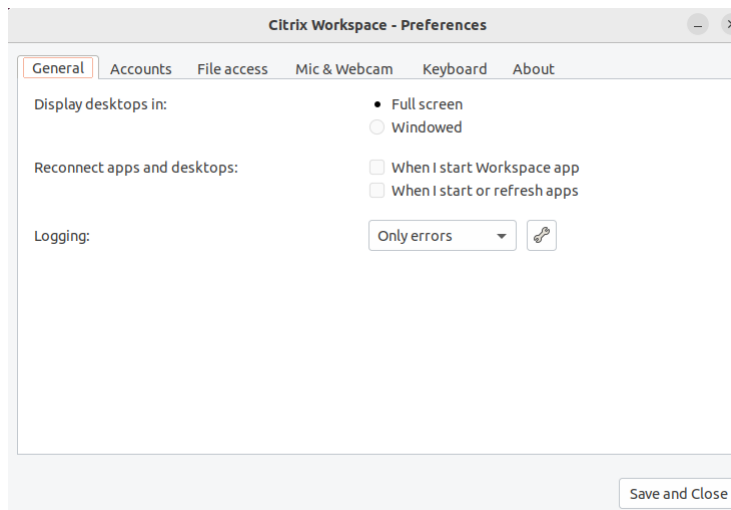
A virtual desktop or application needs access to files on your device. You can control the extent to which this access happens.

1. Open Citrix Workspace app.
2. Click the account icon in the top-right corner and click the **Accounts** option.

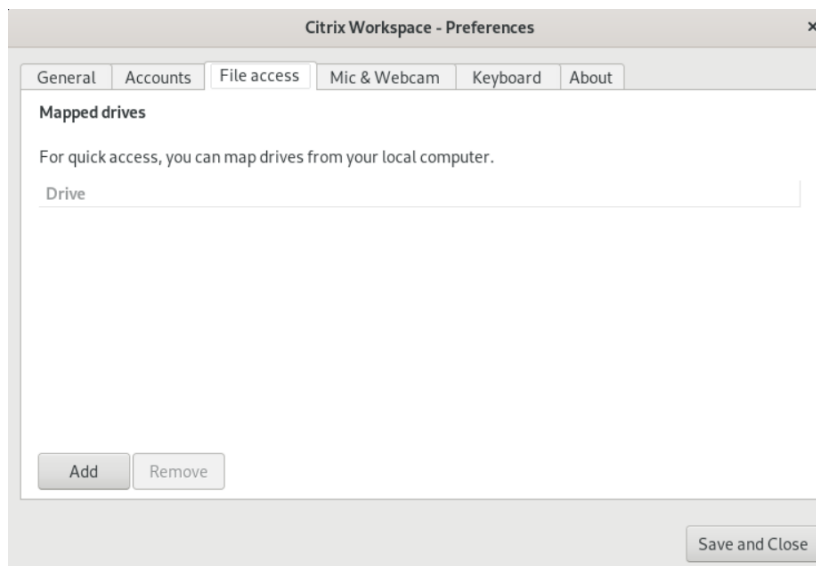
Or,

Click the App indicator icon in the top-right corner and click the **Preferences** option.

The **Citrix Workspace app - Preferences screen** appears.



3. In the **Preferences** window, click the **File Access** tab. The following screen appears:



4. Select a mapped drive and then select one of the following options:
 - **Read and write** - Allow the desktop or application to read and write to local files.
 - **Read only** - Allow the desktop or application to read but not write to local files.
 - **No access** - Do not allow the desktop or application to access local files.
 - **Ask me each time** - Display a prompt each time the desktop or application access local files.
5. Click **Add**, specify the location, and select a drive to map to it.

Microphone and Webcam

October 7, 2023

You can change the way a virtual desktop or application accesses your local microphone or webcam:

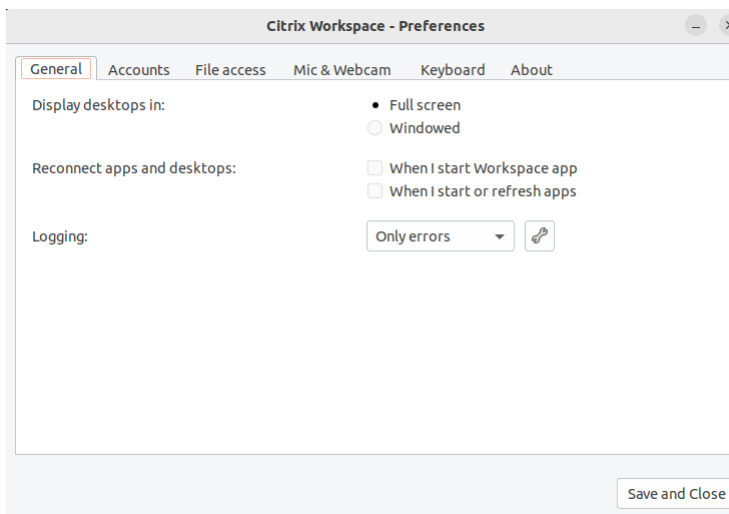
To set up a microphone or a webcam, do the following:

1. Open Citrix Workspace app.
2. Click the account icon in the top-right corner and click the **Accounts** option.

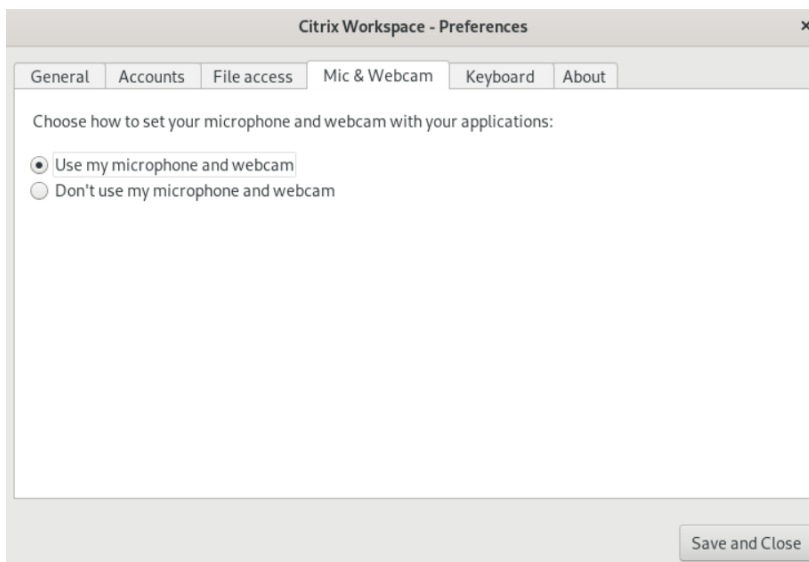
Or,

Click the App indicator icon in the top-right corner and click the **Preferences** option.

The **Citrix Workspace app - Preferences screen** appears.



3. In the **Preferences** window, click the **Mic & Webcam** tab. The following screen appears:



4. Select one of the following options:

- **Use my microphone and webcam** - Allow the microphone and webcam to be used by the desktop or application.
- **Don't use my microphone or webcam** - Do not allow the microphone or webcam to be used by the desktop or application.

5. Click **Save and Close**.

Keyboard layout synchronization

October 7, 2023

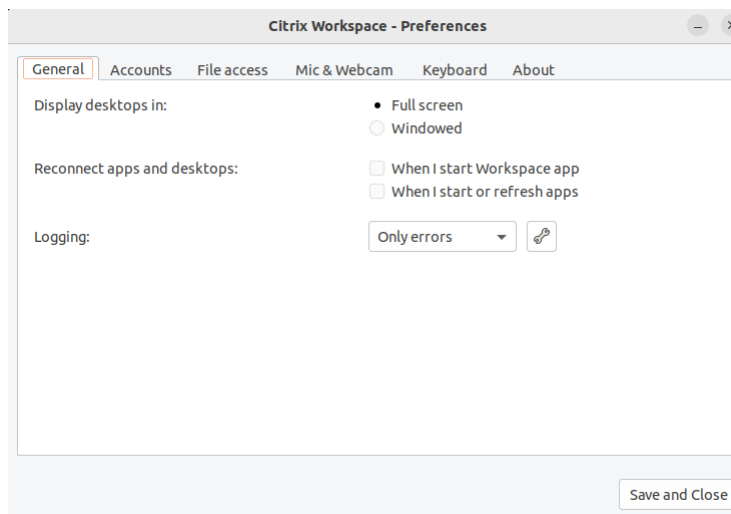
Keyboard layout synchronization enables you to switch among preferred keyboard layouts on the client device. This feature is disabled by default. After you enable this feature, the client keyboard layout automatically synchronizes to the virtual apps and desktops.

1. Open Citrix Workspace app.
2. Click the account icon in the top-right corner and click the **Accounts** option.

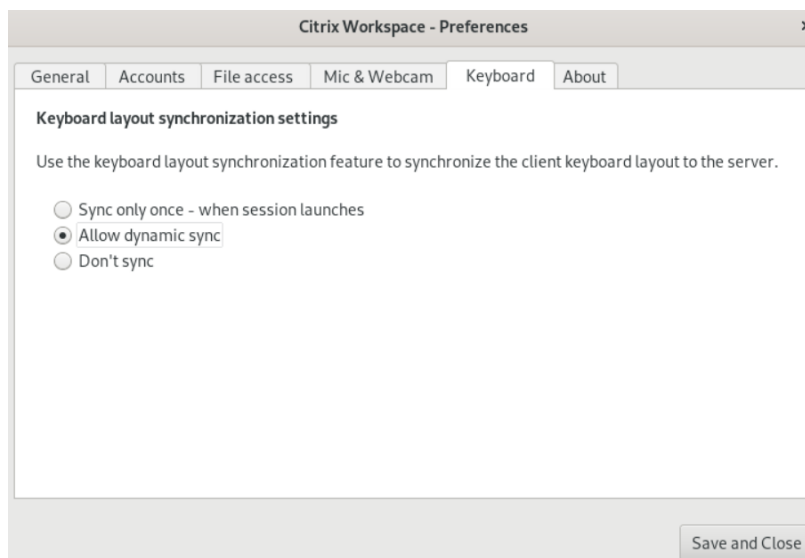
Or,

Click the App indicator icon in the top-right corner and click the **Preferences** option.

The **Citrix Workspace app - Preferences** screen appears.



3. In the **Preferences** window, click the **Keyboard** tab. The following screen appears:



4. Select one of the following keyboard layout synchronization settings:

- **Sync only once - when session launches** –Based on the `KeyboardLayout` value in the `wfclient.ini` file, the client keyboard layout is synchronized to the server when the session launches. If the `KeyboardLayout` value is set to `0`, the system keyboard is synchronized to VDA. If the `KeyboardLayout` value is set to a specific language, the language-specific keyboard is synchronized to VDA. Any changes you make to the client keyboard layout during the session do not take effect immediately. To apply the changes, sign out and sign in to the app. The **Sync only once - when session launches** mode is the default keyboard layout selected for the Citrix Workspace app.
- **Allow dynamic sync** - This option synchronizes the client keyboard layout to the server when you change the client keyboard layout.
- **Don't sync** - Indicates that the client uses the keyboard layout present on the server.

5. Click **Save and Close**.

View the installed version of the Citrix Workspace app

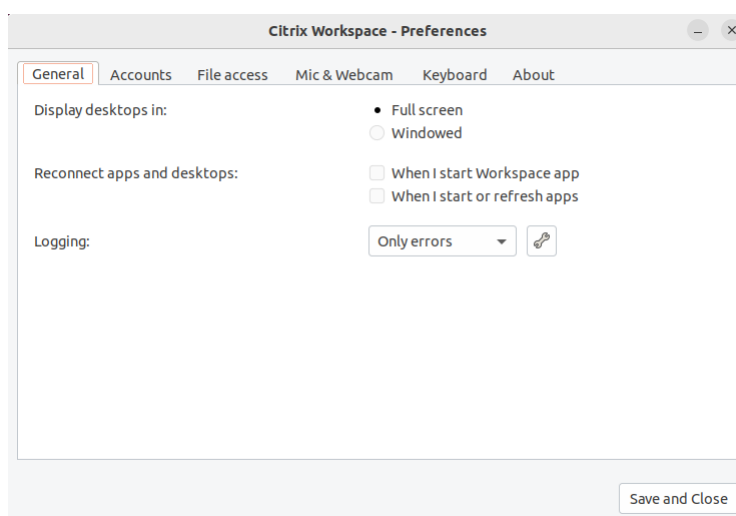
October 7, 2023

1. Open Citrix Workspace app.
2. Click the account icon in the top-right corner and click the **Accounts** option.

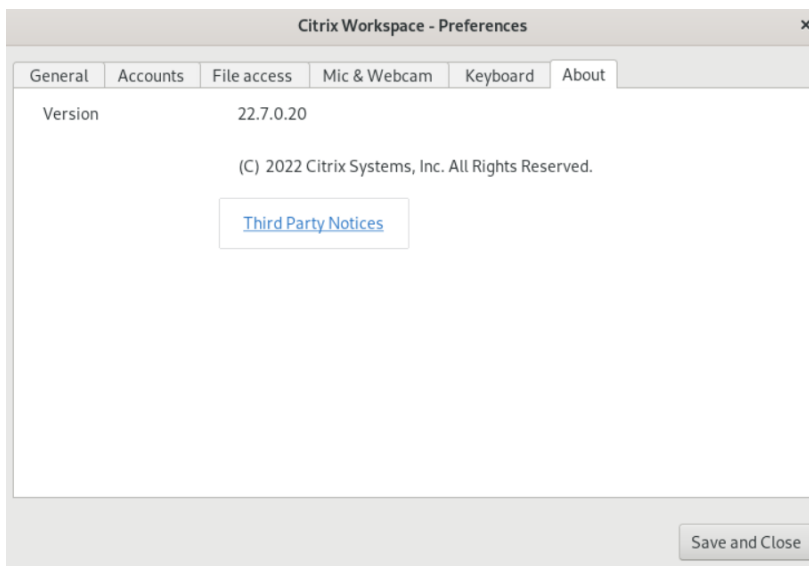
Or,

Click the App indicator icon in the top-right corner and click the **Preferences** option.

The **Citrix Workspace app - Preferences** screen appears.



3. In the **Preferences** window, click the **About** tab. The following screen appears:



You can view the current version of the Citrix Workspace app in the preceding screen.

Multi-monitor support

August 31, 2023

Each monitor in a multiple monitor configuration has its own resolution designed by its manufacturer. Monitors can have different resolutions and orientations during sessions.

Sessions can span multiple monitors in two ways:

- Full screen mode, with multiple monitors shown inside the session; applications snap to monitors as they would locally.

Citrix Virtual Apps and Desktops and Citrix DaaS: To display the Desktop Viewer window across any rectangular subset of monitors, resize the window across any part of those monitors and click **Maximize**.

- Windowed mode, with one single monitor image for the session, applications do not snap to individual monitors.

Using Citrix Virtual Desktops on dual monitor:

1. Select the Desktop Viewer and click the down arrow.
2. Select **Window**.
3. Drag the Citrix Virtual Desktops screen between the two monitors. Make sure that about half the screen is present in each monitor.

4. From the Citrix Virtual Desktop toolbar, select **Full-screen**.

The screen is now extended to both the monitors.

Multi-touch support

December 12, 2023

The multi-touch support feature supports multi-touch devices. This feature allows devices to receive input from the touch screen. The input includes touch gestures and interactions using a pen or a stylus device. You can interact with multi-touch screens while using apps or desktops in an HDX session.

The supported actions and corresponding gestures on the touch screen are the following:

- **Select an item:** Tap on the touchpad.
- **Scroll:** Place two fingers on the touchpad and slide horizontally or vertically.
- **Zoom in or out:** Place two fingers on the touchpad and pinch in or stretch out.
- **Show more commands (similar to right-clicking):** Tap the touchpad with two fingers, or press in the lower-right corner.

Known limitation:

- Doesn't support session reliability, which means no touch event cache is stored.
- Doesn't support on Linux VDA

For more information, see [Multi-touch support](#) documentation.

Collect logs

October 7, 2023

Log collection simplifies the process of collecting logs for Citrix Workspace app. The logs help Citrix to troubleshoot, and, in cases of complicated issues, provide support.

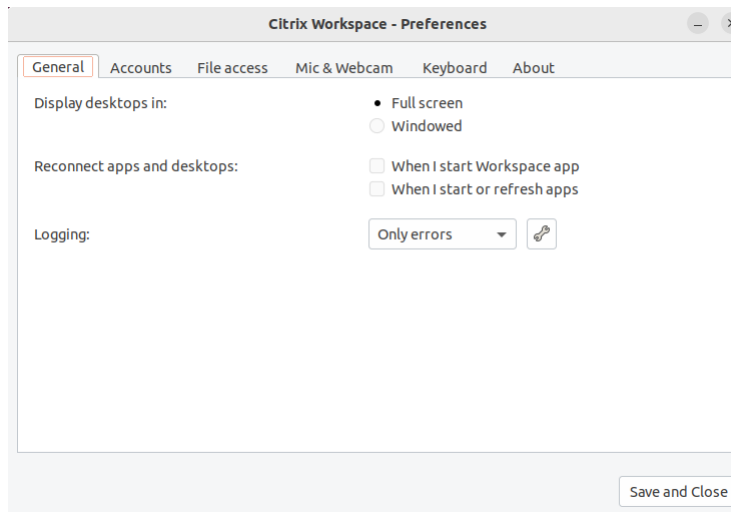
You can collect logs using the GUI.

1. Open Citrix Workspace app.
2. Click the account icon in the top-right corner and click the **Accounts** option.

Or,

Click the App indicator icon in the top-right corner and click the **Preferences** option.

The **Citrix Workspace app - Preferences** screen appears.



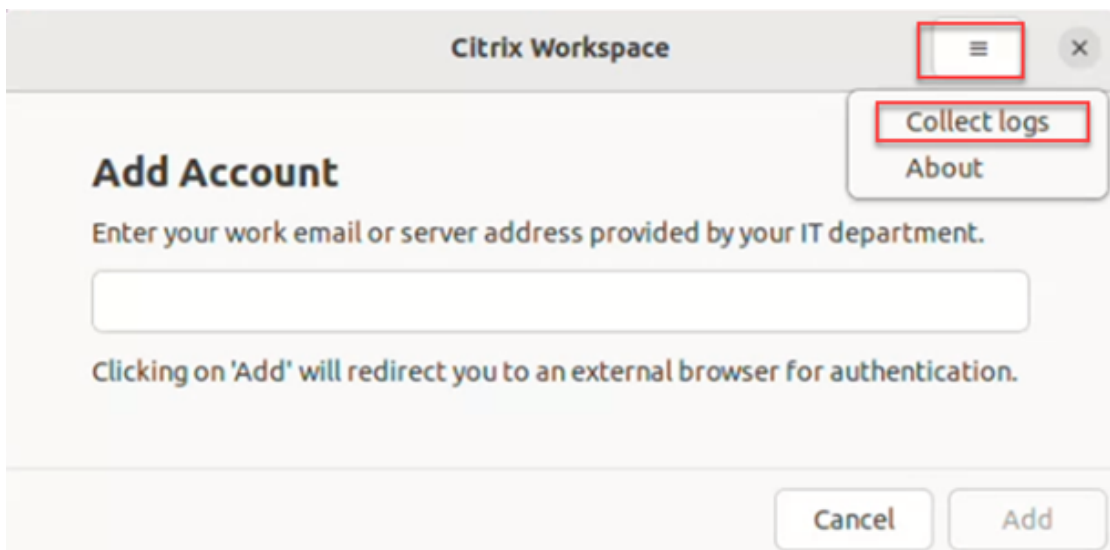
3. In the **Preferences** window, click the **General** tab.
4. Select one of the following log levels from the **Logging** drop-down list:
 - **Verbose:** Detailed authentication and store communication logs are collected.
 - **Normal:** Only store communication logs are collected.
 - **Only errors (Default):** Only error logs are collected.
 - **Disabled:** Minimum logs are collected for basic troubleshooting.
5. Click **Save and Close** to collect and share logs as a .zip file.

Citrix Log Collection Utility

The Citrix Log Collection Utility helps you collect both new and existing logs. This utility specifically collects verbose logs and saves all logs in a `tar.gz` file.

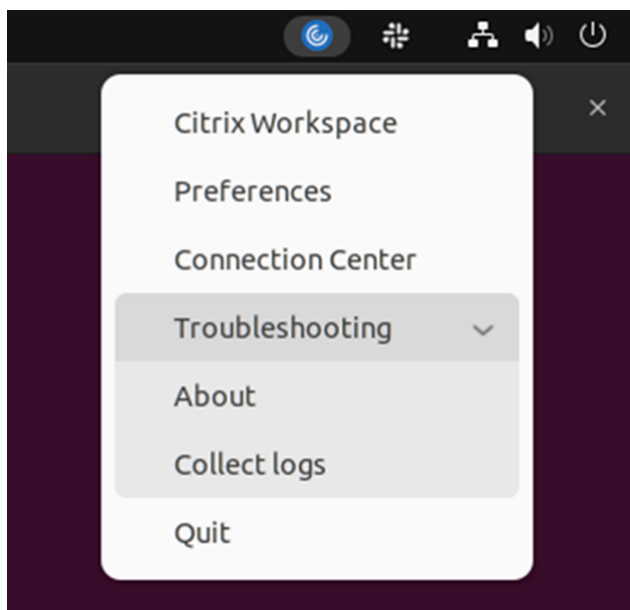
You can open the Citrix Log Collection Utility by using any one of the following methods:

- By clicking **Collect logs** from the **Add Account** screen
 - By clicking **Collect logs** from the **App indicator** icon
 - By running `./logmgr` command from the commandline
1. Navigate to the **Add Account** screen.
 2. Click the hamburger menu.
 3. Select **Collect logs**.



Or,

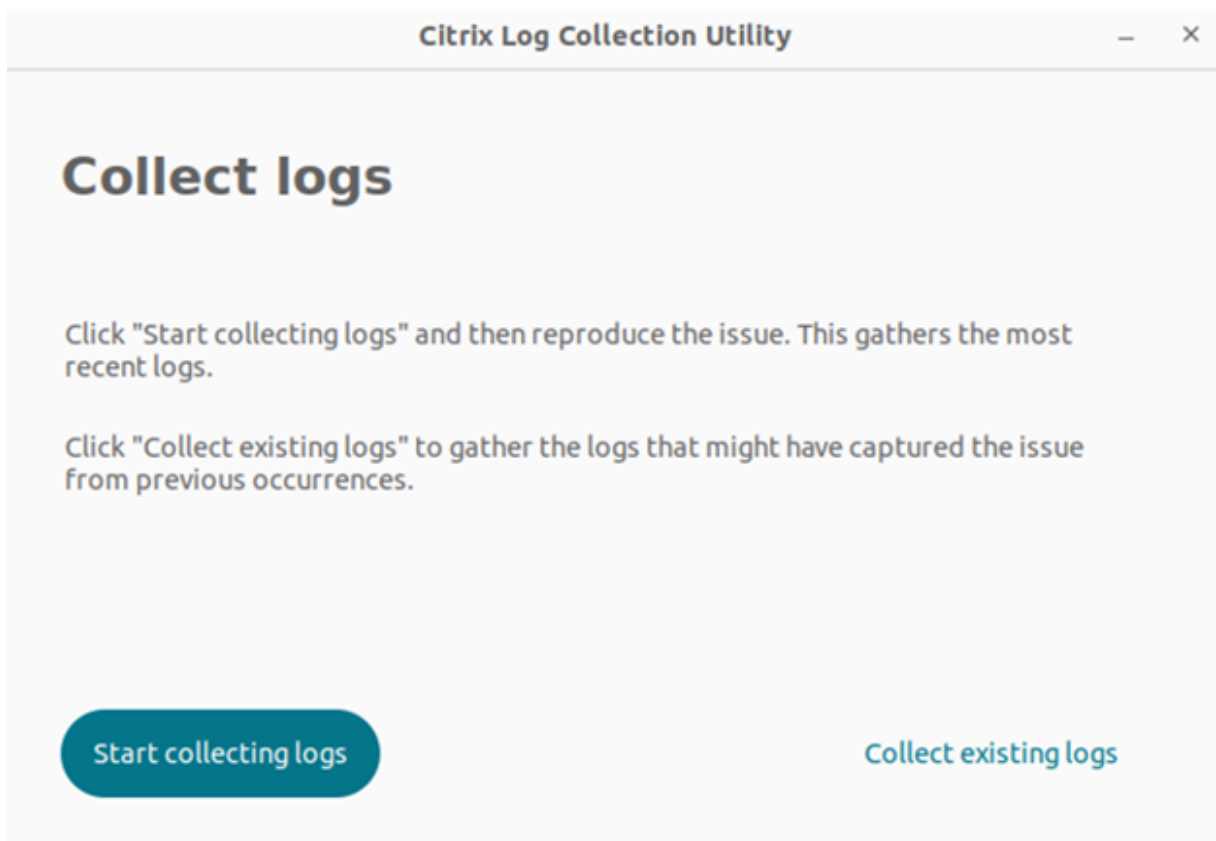
From the **App indicator** icon, click **Troubleshooting > Collect logs**.



Or,

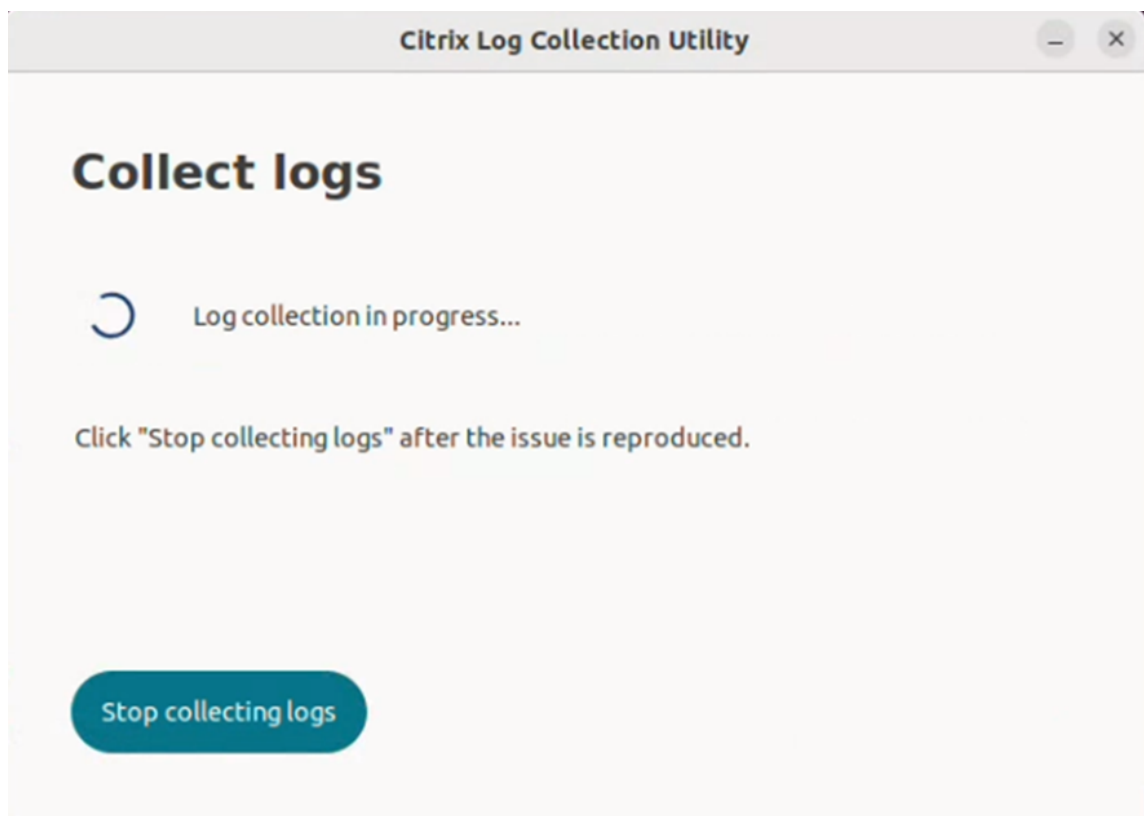
1. At the command-line, navigate to the `/opt/Citrix/ICAClient/util` path.
2. Run the following command: `./logmgr`

The **Citrix Log Collection utility** screen appears.

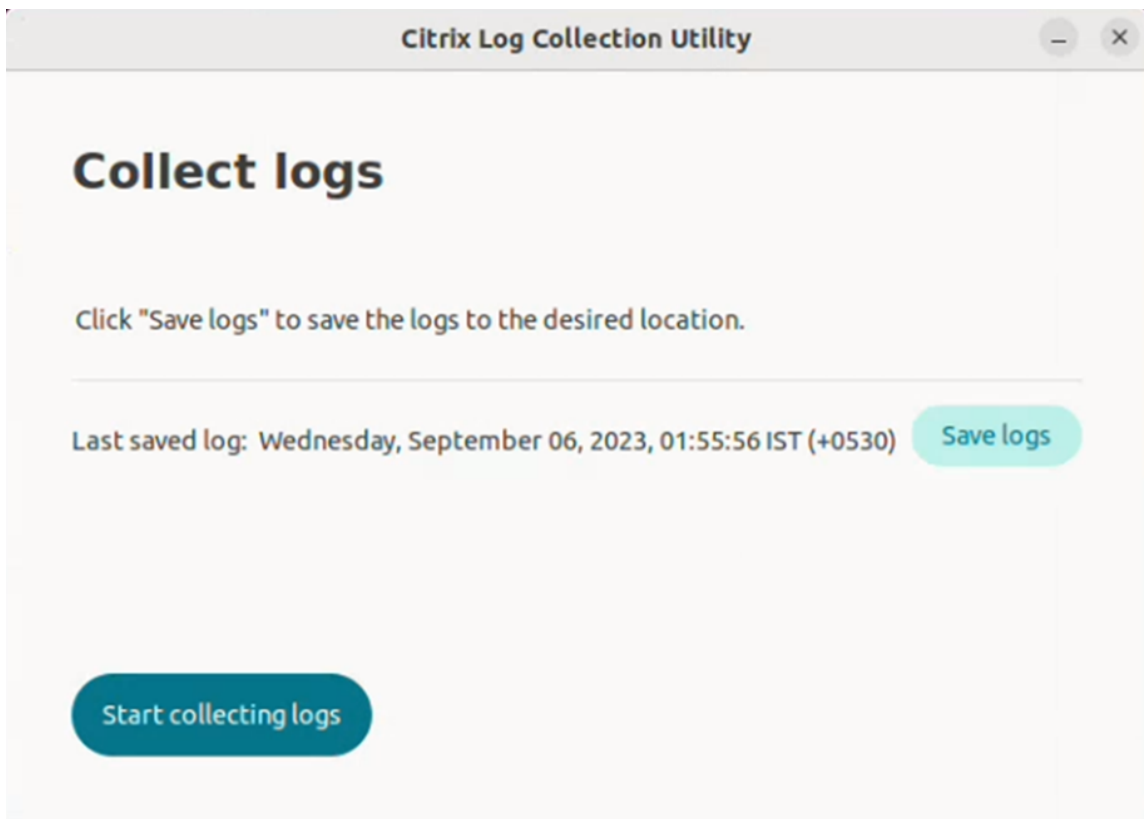


Collect fresh logs

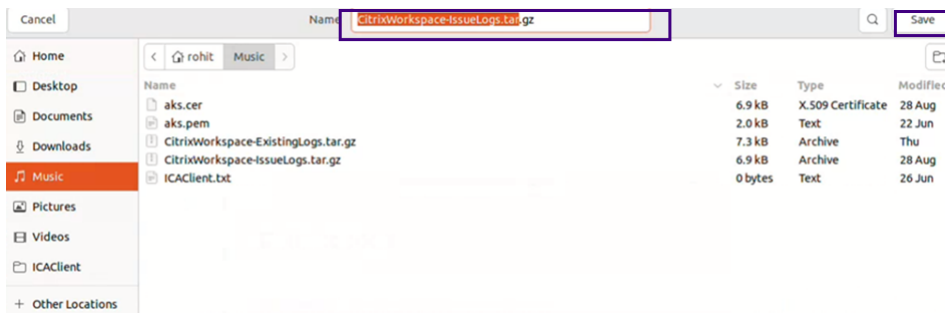
1. Navigate to Citrix Log Collection Utility and click **Start collecting logs**. The following screen appears:



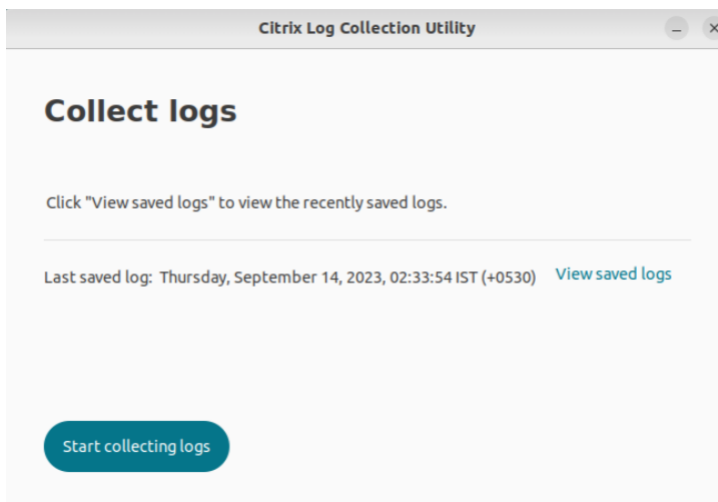
2. Reproduce the issue scenario.
3. Click **Stop collecting logs** after the issue is reproduced. The following screen appears:



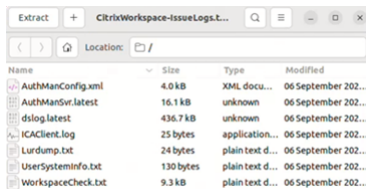
4. Click **Save logs** to save the log file. The file explorer window to save logs appear.



5. Click **Save**. The log file is saved. The following screen appears:

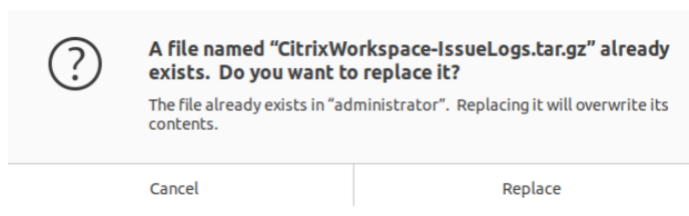


6. Click **View saved logs** to view the saved logs. The saved log files are displayed in the following screen:



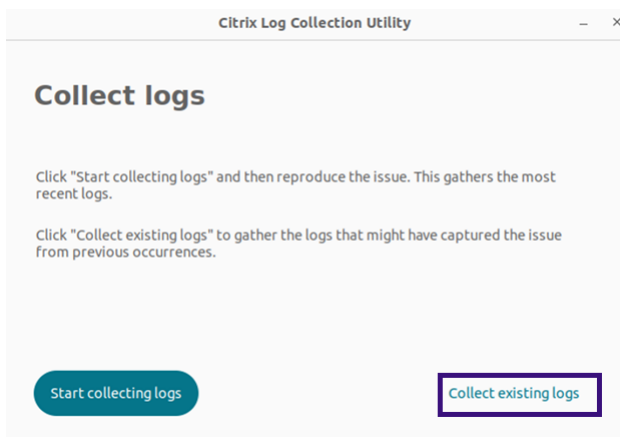
Note:

If you click **Start collecting logs** for the second time, you get a warning message to overwrite the existing logs:

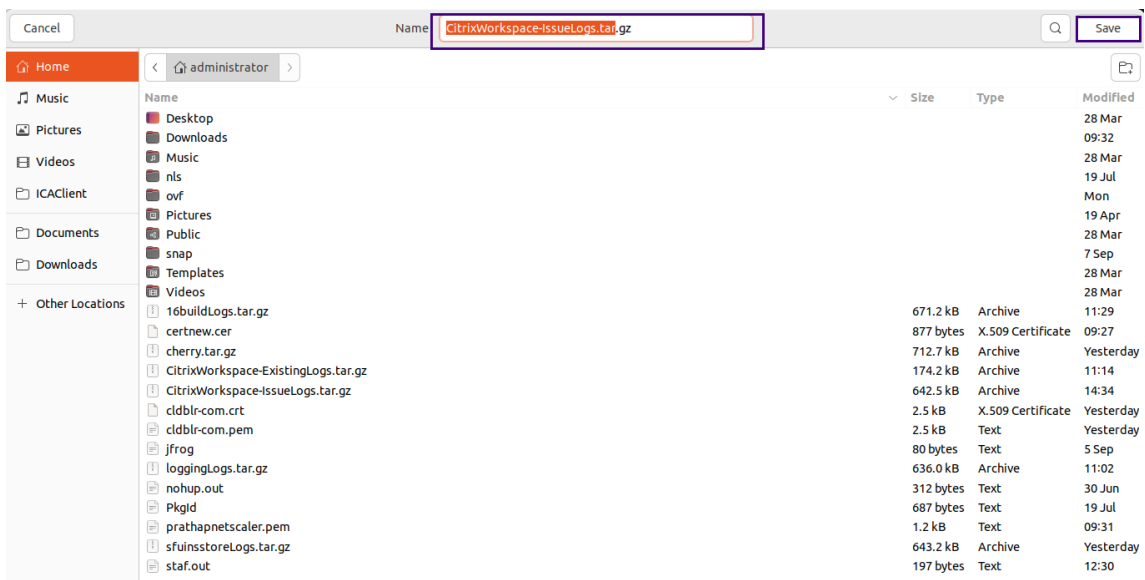


Collect existing logs

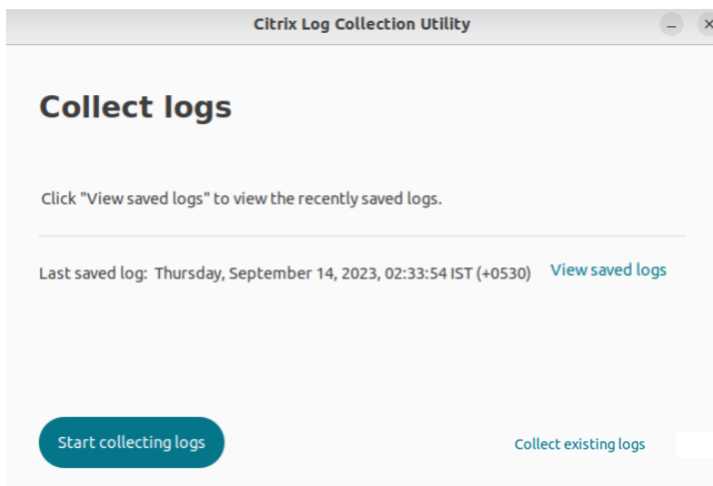
1. Open the Citrix Log Collection Utility.



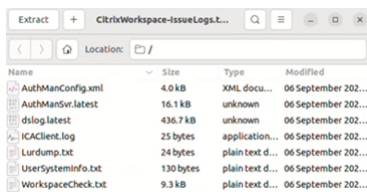
2. Click **Collect existing logs** to collect the logs that might have captured the issue from previous occurrences. The file explorer window is opened to save the existing logs.



3. Click **Save** to save the existing logs to a different folder, from where you can access the log files later. The following screen appears:



4. Click **View saved logs** to view the logs.

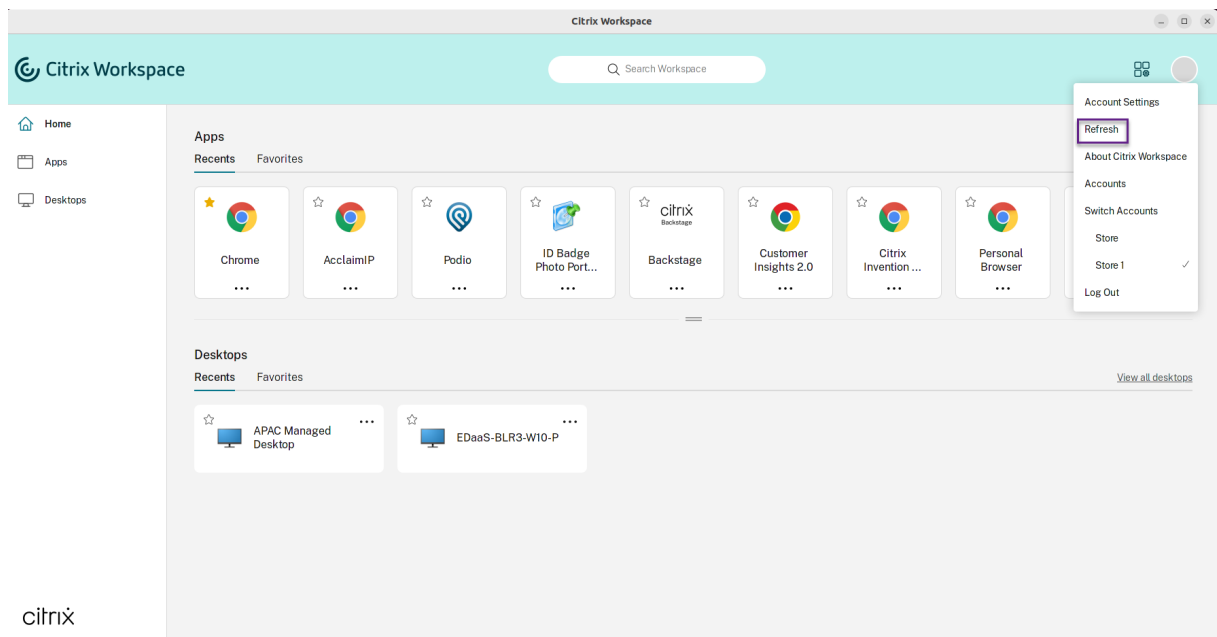


Refresh apps

August 31, 2023

To check that you have the latest apps and resources made available by your administrator, refresh your apps.

To refresh the app, click the account icon in the top-right corner and click the **Refresh** option.



Use apps when not connected to the Internet

October 7, 2023

You must be connected to the Internet to open an app for the first time. Citrix Workspace app for Linux installs some apps on your device so you can run them when not connected to the Internet. This installation might take several minutes.

Note:

Offline access isn't available for all users or apps. Your administrator determines how long you can use an app offline before you're required to connect to the Internet.

Send feedback on Citrix Workspace app

March 7, 2024

The **Send Feedback** option allows you to inform Cloud Software Group about any issues that you might run into while using Citrix Workspace app. You can also send suggestions to help us improve your Citrix Workspace app experience.

This new feature enhances the feedback experience, ensuring a more efficient and informative communication channel between users and support teams.

The **Send Feedback** option includes an integrated log manager, empowering users to capture and include relevant logs for a comprehensive feedback report.

Also, the **Send Feedback** provides seamless communication by enabling users to send feedback emails directly using the default mail client installed on their system.

The supported email clients are the following:

- Thunderbird
- Evolution
- Mutt
- Alpine

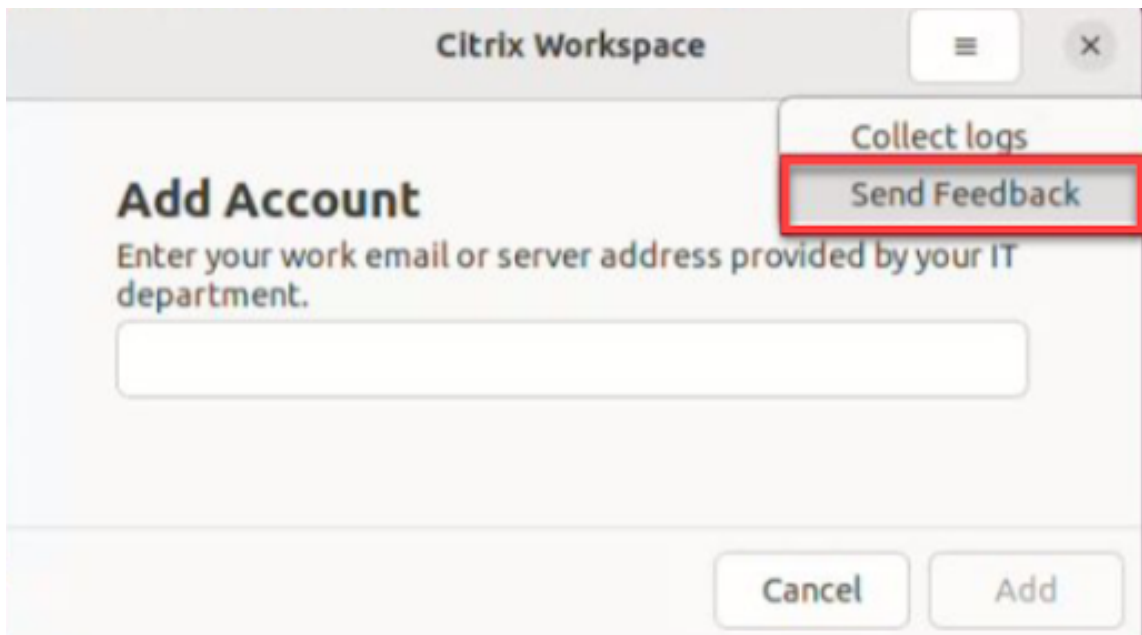
To configure email address for send feedback, contact your administrator. For more information, see [Send feedback](#).

Note:

By sending your feedback to Cloud Software Group, you agree your participation is in accordance with and subject to the [Cloud software Group End User Agreement](#).

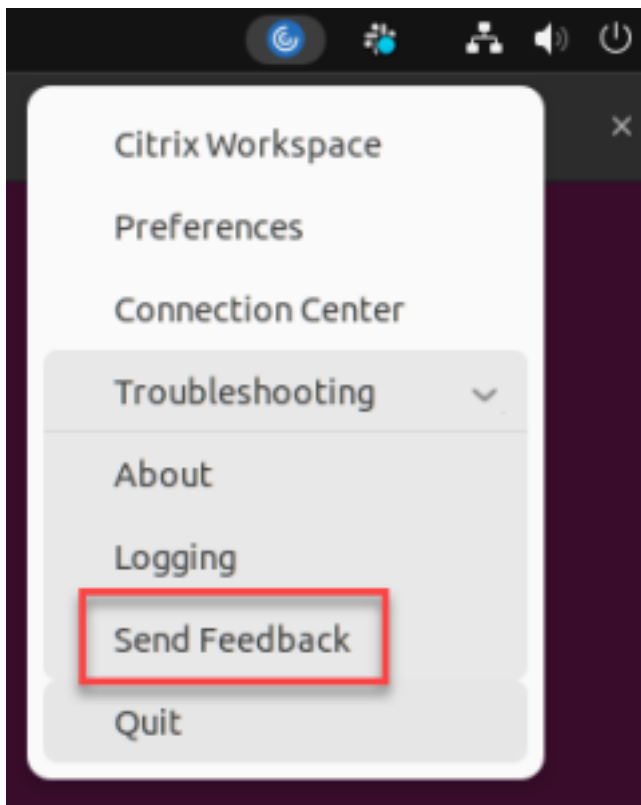
You can send feedback using any one of the following methods:

1. Navigate to the **Add Account** screen.
2. Click the hamburger menu.
3. Click **Send Feedback**.

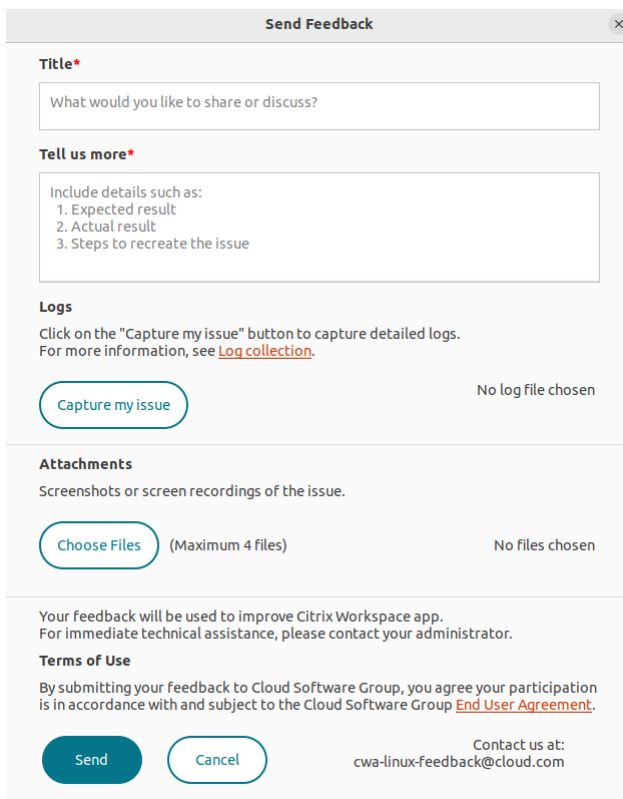


Or,

1. Click **Send Feedback** in the **App indicator** icon.



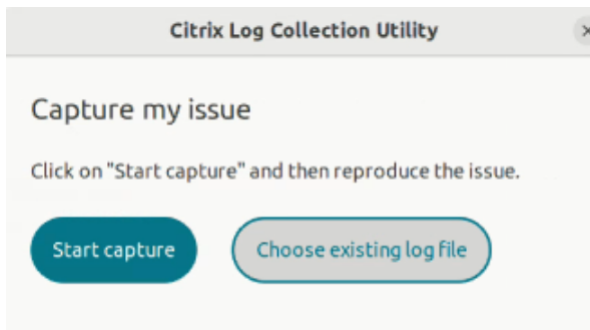
2. The **Send Feedback** screen appears.



The 'Send Feedback' dialog box contains the following sections:

- Title***: A text input field with the placeholder text 'What would you like to share or discuss?'.
- Tell us more***: A text area with the instruction 'Include details such as:' followed by a numbered list: '1. Expected result', '2. Actual result', and '3. Steps to recreate the issue'.
- Logs**: A section with the text 'Click on the "Capture my issue" button to capture detailed logs. For more information, see [Log collection](#).' Below this is a 'Capture my issue' button and the text 'No log file chosen'.
- Attachments**: A section with the text 'Screenshots or screen recordings of the issue.' Below this is a 'Choose Files' button (with '(Maximum 4 files)' next to it) and the text 'No files chosen'.
- Terms of Use**: A section with the text 'Your feedback will be used to improve Citrix Workspace app. For immediate technical assistance, please contact your administrator.' Below this is the text 'By submitting your feedback to Cloud Software Group, you agree your participation is in accordance with and subject to the Cloud Software Group [End User Agreement](#).'
- Buttons**: 'Send' and 'Cancel' buttons are located at the bottom left. At the bottom right, the text 'Contact us at: cwa-linux-feedback@cloud.com' is displayed.

3. Provide the issue **Title**.
4. Add issue details in the **Tell us more** field.
5. Click **Capture my issue**. The **Citrix Log Collection Utility** screen appears.



The 'Citrix Log Collection Utility' dialog box contains the following elements:

- Capture my issue**: The main heading.
- Click on "Start capture" and then reproduce the issue.**: Instructional text.
- Start capture**: A large teal button.
- Choose existing log file**: A button with a teal border.

Click **Start capture** and then reproduce the issue to collect the latest logs.

Or,

Click **Choose existing logs** if you are not able to reproduce the issue.

Note:

For more information on the Citrix Log Collection Utility, see [Log Collection](#).

6. Ensure that the log files are displayed next to **Capture my issue**.

7. Click **Choose Files** and then add attachments that describe your issues such as screenshots or screen recordings.

Send Feedback

Title*

Session Disconnect

Tell us more*

There is random session disconnect on my store.

Logs

Click on the "Capture my issue" button to capture detailed logs.
For more information, see [Log collection](#).

Capture my issue

CitrixWorkspace-IssueLogs.tar.gz
31-01-2024, 13:57:22

Attachments

Screenshots or screen recordings of the issue.

Choose Files (Maximum 4 files) Total files: 1

RandomDisconnect

Your feedback will be used to improve Citrix Workspace app.
For immediate technical assistance, please contact your administrator.

Terms of Use

By submitting your feedback to Cloud Software Group, you agree your participation is in accordance with and subject to the Cloud Software Group [End User Agreement](#).

Send Cancel

Contact us at:
cwa-linux-feedback@cloud.com

8. Click **Send**. The **Feedback report** screen appears.

Feedback Report

Your feedback report is ready at this location
[/home/rohit/FeedbackReport.tar.gz](#)

Send the feedback report using the default email app

Or

Manually send the report to below email address
cwa-linux-feedback@cloud.com

You may close (X) this window, if you have already shared the report or you plan to send later.

Thank you!

The .tar.gz file contains the log files, the issue description as test files, and the attachments.

9. You can send the feedback report to Citrix using the following options:

Click **Send the feedback report using the default email app** to use the default mail app in your system.

Or,

Send the report manually to the provided email ID.

Note:

Ensure that the .zip file is attached in the email.



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